



Meet the Roaming Team



Roaming Excellence at JT!

A dedicated team with over 50 years roaming experience, who have built a roaming portfolio comparable to any large Operator Group. Every single team member is passionate about the industry and the success of roaming.



Cara Murphy – Head of Roaming

Cara has worked in the Telecoms industry for 20 years, the last 10 years in roaming, and now holds the position of Head of Roaming for JT Group. She is passionate about the roaming industry and has been a key contributor in GSMA working Groups, helping create standards such as Maritime/Aeronautical Roaming (BA.46) and Network Extensions (BA.21). Cara was also elected by her industry peers to the role of GSMA 'RING Group Deputy Chair', a position she held for 5 years. Unsurprisingly, in her spare time Cara loves to travel and enjoys nothing more than exploring new countries.

Natalie Noel – Roaming Manager

Natalie has worked in the Telecoms Industry for over 8 years covering several sectors, each time broadening her knowledge and experience. Nat has finally found her niche in Roaming and has the busy role of Roaming Manager, managing all of the roaming requirements, launches, rates and planning for JT Group. She is passionate about connecting JT to the World, and growing relationships to connect the World to JT. Nat loves the outdoors and never happier than when she is travelling and experiencing different countries and cultures.



Mark Mitchell – TADIG & Roaming Billing Manager

Mark has been at JT for 2 years, but has been working in the Telecoms industry for 17 years. His career has taken him around the globe, working for operators in Syria, Oman, Luxembourg and now Jersey. Mark has an extensive background roaming and billing having worked on some major billing system implementations over the years. Mark is a keen golfer and enjoys diving in warm water.

Fernando Gallardo Castro – INE Commercial Manager

Fernando started his Telecoms career at Telefónica in 1995, in the GSM launching team. In 1996, he moved into roaming team as a Roaming Coordinator, and was then promoted to Roaming Manager and then to Roaming Director. Since his time at Telefónica, Fernando has continued to work within the roaming industry, now as INE Commercial Manager for JT. Fernando lives and breathes roaming! He is an avid supporter of his favourite football team, Atletico de Madrid, but family will always be the most important part of his life.



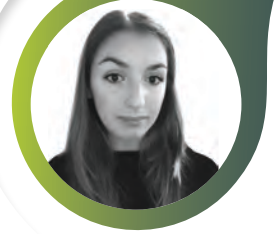


Luke Coughlan – Senior Roaming Analyst

Luke has been with JT for 27 years, and is the most experienced member of the team. Luke held the position of Billing Manager for JT Group for a period of 10 years, moving over to the role of Senior Roaming Analyst in 2010. Luke is a great asset to the roaming team, bringing all of his billing and analysis experience from his previous role, as well his passion and dedication to the roaming role. Luke is a great supporter of his football team, Liverpool, and enjoys spending as much time as he can with his wife and daughter.

Catia Dionisio – Roaming Coordinator

Catia joined JT straight after college when she was 19 years old. Already Catia has gained experience in several areas of JT, working within the busy JT call centre, the voice interconnect team and finally finding her home as Roaming Coordinator in the Roaming team. Catia is very much a people person and enjoys working with roaming colleagues from all over the world. Family is very important to Catia, and she enjoys nothing more than celebrating occasions and cooking for her friends and family.



Russell Furnival – IREG & Roaming Analysis support

Russell has been at JT for over 10 years and has a background in I.T. systems / databases and Trust and Fund management. Russell spent 9 years working in JT's busy 24/7 contact centre supporting customers and resolving faults on mobile and fixed lines. Since moving into IREG he has been responsible for the IREG testing, network data implementation and fault analysis for roaming partners, a role that he truly enjoys. Bringing the world together through improved communication is his goal. Russell enjoys all aspects of life, especially science and the natural world, he is a keen writer, loves travel and culture and most recently has taken up horse riding.

Bilateral roaming agreements take many years to implement and are high in both cost and resource. Typically a roaming service can take over 6 months to launch from agreement to testing to go live, moreover there is all of the commercial negotiations to get preferred partner status

The JT Roaming Team can help you achieve roaming excellence for your business through our roaming products and solutions.

Contact Us