

QuEST Forum Staff



Don Pickens – Chief Operating Officer

Don Pickens was appointed Chief Operating Officer of QuEST Forum April 1, 2004. Don's career spans over 30 years with the Bell System serving most of his time at BellSouth. Don and the organizations he led were recognized for outstanding quality and service through the use of quality management principles. In his last BellSouth assignment as VP-Network Reliability, he was responsible for all network quality issues for operations, technical support, and problem analysis and resolution. Don holds a BSEE and MBA from the University of Tennessee as well as graduating from the Harvard Advanced Management Program. Originally from West Tennessee, together Don and his wife Eva have six sons and one daughter.
