

Resume of Jamie Diana Poindexter

The Pyle Center
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Madison, WI 53706
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Career Experience:

1976-present: University of Wisconsin-Extension, Instructional Communications Systems, Teleconference Operations Unit, where I have continuously increased my skills and knowledge of the teleconference industry and accepted new challenges and responsibilities and considered a pioneer by industry peers.

Manager of Teleconference Operations, 1976-present

- Provide consultation and training to faculty and staff at UW -Extension, other University institutions, State of Wisconsin government, K-12 institutions, and to individuals, corporations and institutions nationally and internationally.
- Supervise team of five media technicians and 10-12 student part-time staff.
- Coordinated the team taking surveys at UW -Extension county offices for location of a satellite dish and associated equipment. Conducted about 35 surveys. Continue to function as operational manager of our support efforts for the now-installed network of satellite sites.
- Researched and evaluated audioconference bridging equipment. Managed installation, determined and evaluated procedures, trained staff in operation and troubleshooting of each new bridge. (1978, 1988, 1994, 2002)
- Researched and evaluated videoconference bridging equipment. Managed installation, determined and evaluated procedures, trained staff in operation and troubleshooting of each new bridge. (1993, 1995, 1999, 2002)
- Researched and evaluated methods and equipment to share graphical information at a distance. Implemented new technologies to meet the needs of our clients. Technologies included slow-scan TV and various PC-based applications. (1980 and several times since)
- Implemented Web-based streaming service as a value-added feature to our audio and videoconference systems.
- Developed and implemented operational procedures for new Web-based teleconferencing service.
- Worked with team to design and develop several speakerphones, interacting closely with the manufacturer.
- Defined, as a member of The Pyle Center building project's technical team, technical functionality of the new Operations Center and integrated it with an environment conducive to efficient work flow and comfort of the staff.
- Contributed to the design of the distance-education classrooms and building-wide classroom control system, working with AV consultants and contractors.
- Led in the development of operational procedures for the new technologies in The Pyle Center and trained operational staff in its use.
- Developed and continue to develop an internal Web site for use by operations staff for references, training, procedures and more.

continued

- Developed and continue to develop an external Web site providing information for staff supporting distance-education classrooms at University of Wisconsin campuses and county offices, including information on disability access to university programming delivered at a distance.
- Made presentations to organizations, including Society of Broadcast Engineers (SBE), International Television Association (ITVA) and International Teleconferencing Association (ITCA).

2001-present: **Video Task Force**, Member of the UW -Extension/WiscNet/UW -Madison DoIT task force for the development of H.323 videoconferencing over the Internet.

1978-1983: **Assistant Chief Engineer**, WISM/WMGN/WT DY, Madison, Wis. Included maintenance and repair of transmission and studio equipment (part time).

1973-1975: **Chief Engineer**, KXGI AM/FM, Fort Madison, Iowa; **Assistant Chief Engineer**, KKUZ AM, Burlington, Iowa. Included maintenance and repair of transmission and studio equipment. Served as on-air host and disc jockey.

1973-1974: **Studio and Master Control Operator**, WMVS/WMVT, Milwaukee, Wisconsin (part time student)

Professional Experience:

2001-present: **Member Board of Directors**, International Multimedia Collaborative Communications Alliance (IMCCA)

2000-present: **Member**, UW-Extension's Disability Access Committee

1997-present: **Member**, State of Wisconsin Telecom Managers Group

1995-1999: **Consultant**, International Multimedia Collaborative Communications Alliance (IMCCA) Web site. (IMCCA was formerly known as the International Teleconferencing Association, ITCA.)

1994-1998: **Member**, ITCA Board of Directors

1993-1998: **Chair**, ITCA State Government Special Interest Group; **host**, e-mail discussion forum

1992-1994: **President**, ITCA Midwest Chapter

1990-present: **Member**, ITCA/IMCCA

Various dates: **Presenter**, UW -Madison Engineering Development Program seminars, including selected sections of "Designing and Using Distance Learning Spaces" and "Update of the ITU H.323 Standard." Also presented at annual seminars of the ITCA/IMCCA.

Professional Development:

- 2001-2002: Extension Administrative Leadership Program (EALP), two year program
- 1992-1998 ITCA leadership workshops, annually
- Various dates: Attended seminars and workshops for supervision, time management, digital video production, telecommunications standards, distance-education technologies, teleconferencing technologies, Web teleconferencing, streaming, Web site editing and management, and more.
- Continuous: Developed an international network of expert contacts to stay informed of developments in the distance-education and teleconference industries. Also hosted an e-mail list for discussion of teleconferencing standards.

Awards:

- 2001: Received Award for Excellence from University of Wisconsin-Extension for applying cutting-edge technology to distance education and communications statewide and worldwide.
- 1999: Received *TeleSpan's Pioneer Award*, recognizing my contributions to the development and growth of the teleconference industry.
- Various dates: Received *ITCA's Star Performer Award* twice and *Achiever Award* twice, plus several Certificates of Recognition and a service award as ITCA's webmaster.

Community:

- 1979-present: **Member**, Wild Hog in the Woods, a not-for-profit organization providing educational experiences in folk arts (music and dance). Served on the board and as president, as well as led free workshops in sound system operations.
- 1994-present: **Member**, Poindexter Descendants Association, a not-for-profit family research organization. Served as recording secretary, 1996-2000, and as webmaster, 1996-present. Now serving as President since June, 2001.