Resume of Jamie Diana Poindexter

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Career Positions:

2012-present: **Independent Consultant,** telecollaboration and teleconferencing project management.

2011-2012: **Senior Consultant,** University of Wisconsin-Extension (UWEX), Instructional Communications Systems (ICS) in Madison, Wisconsin. Provided project leadership and drafted a business plan for deployment of current and new videoconference services. One-year contract, part time.

2007-2011: **Director of Engineering and Service Development,** University of Wisconsin-Extension, Instructional Communications Systems in Madison, Wisconsin. Provided project management for ICS initiatives along with partners, i.e., K-12 consortiums, State of Wisconsin agencies, Wisconsin Courts, Wisconsin Technical College System, UW System campuses, UW Madison, Badgernet, and WiscNet (Wisconsin's educational service provider).

1981-2007: **Manager of Teleconference Operations,** University of Wisconsin-Extension, Instructional Communications Systems/Teleconference Operations Unit in Madison, Wisconsin. Provided supervision and hiring of staff and management of teleconference services.

1976-1981: **Lead Teleconference Technician,** University of Wisconsin-Extension, Instructional Communications Systems/Teleconference Operations Unit in Madison, Wisconsin. Operated UWEX's teleconference networks and supervised student employees.

1978-1983: **Assistant Chief Engineer**, WISM/WMGN/WTDY, Madison, Wisconsin. Maintenance and repair of transmission and studio equipment. This was a part time position coinciding with above.

1974-1975: **Chief Engineer**, KXGI AM/FM, Fort Madison, Iowa. **Assistant Chief Engineer**, KKUZ AM, Burlington, Iowa. Maintenance and repair of transmission and studio equipment. On-air host.

1973-1974: **Studio and Master Control Operator**, WMVS/WMVT, Milwaukee, Wisconsin while a student studying Electronic Communications at Milwaukee Area Technical College.

Professional Experience:

2010-2011: **Member,** Research & Education Exchange TelepresenceOps Management Group

2009-2011: **Board of Directors,** Four Lakes consortium (K-12) Distance Education Network

2008-2011: **Member,** Internet2 Commons Management Team

2006-2011: **Member,** Badgernet Converged Network User Advisory Council

2004-2011: **Representative,** to Wisconsin Association of Distance Education Networks (WADEN)

2000-2004: **Member**, UW-Extension's Disability Access Council

2000-2003: **Board of Directors**, International Multimedia Collaborative Communications Alliance (IMCCA).

1997-2011: **Member**, State of Wisconsin Telecom Managers Group

1994-1998: **Board of Directors**, International Teleconferencing Association (ITCA)

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

Continued

Professional Development:

2009-2011:   StateNet's Video Users Group, videoconferencing technology discussions and solutions with representatives from other state networks.

2005-2012:   UW System's Educational Media Technology Council (EMTC), also served as Treasurer.

2004-2006:   Mid-Continent Video Services Group whose members include video and multimedia teleconference services managers across the US.

2001-2002:   Extension Administrative Leadership Program (EALP), a two-year program for UW Extension leaders to become familiarized with various leadership styles.

Various dates: Attend 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, ADA, Internet2, and more.

Awards and Recognitions:

2001:   *Award for Excellence*
University of Wisconsin-Extension
Applying cutting-edge technology to distance education and communications statewide and worldwide.

1997:   Teleconferencing *Pioneer Award*
Telespan Magazine
Leadership and contributions to the development and growth of the teleconference industry.

Various dates: *Star Performer Award*, *Achiever Award* and Certificates of Recognition
International Teleconferencing Association (ITCA) for leadership and service to this association.

Community:

1979-present: **Member**, Wild Hog in the Woods, a not-for-profit organization providing educational experiences in folk arts (music and dance). Serve on the board, lead workshops in sound system operations. wildhoginthewoods.org

1994-present: **President (2001-2005),** Poindexter Descendants Association, a not-for-profit family research organization. Currently serving as webmaster, editor, an additional roles.

2005-present   **Member**, Pipe Roll Society, based in England, the Society promotes the public knowledge of medieval English history.

Sample of Projects:

Following is a list of some of the projects that I managed at ICS, indicating my experience, knowledge and skills with educational and administrative use of videoconferencing and telecollaboration technologies.

Badgernet Conversion to H.323 Project
Badgernet, a service of the State of Wisconsin, had been using Motion-JPEG (jpg) for years for educational videoconferencing between K-12 schools, the technical colleges, and UW campuses. This technology was no longer supported by manufacturers. The State Department of Administration put together a team of people, including myself, to research and evaluate new video technologies. H.323 was adopted by DOA; and AT&T installed new equipment and network to replace the existing video infrastructure on Badgernet.

WiscNet Adoption of Videoconferencing Project
A membership organization of Wisconsin-based K-12 and university educational and research institutions, WiscNet members were developing use of IP-based videoconferencing. WiscNet needed assistance in purchasing videoconference equipment and training in its use and support for staff, especially the help desk team and administrative officers. I was assigned by the Director of ICS to provide the support WiscNet needed to accomplish its goals to use video internally and to support its members in the use of videoconferencing.

Videoconference Infrastructure Project:
The Chancellors of all fourteen UW statewide institutions identified the need to replace travel with videoconferencing for administrative meetings. Through my leadership as project manager, representatives from each institution came to a consensus what needed to be done.   Decade-old videoconference multipoint bridging infrastructure needed to be replaced with state of the art high definition bridging equipment. The project also included deployment of new services (telepresence, unified communications and desktop video client hosting).

My vast knowledge and experience provided me the background needed to lead this million dollar project, including expert knowledge of ITU H.320 and H.323, Polycom and Tandberg MCU and endpoint and Session Initiation Protocol. I gained knowledge and experience during this project with Cisco Telepresence 8710 TIP server blade for the Codian MCU and Cisco CTS endpoints, the R&E Telepresence Exchange, Internet2, and unified communications.

Wisconsin Technical College System Videoconference Project
The 12 technical college districts of Wisconsin sought to adopt use of H.323 videoconferencing, adding this tool in addition to their use of Badgernet. My experience and that of my department at the UW, helped the WTCS IT and AV/telecommunications teams learn about H.323 (internet protocol-based) videoconference equipment, multipoint conferencing, network and firewall needs, and education applications. This project also included working with and educating technical staff at WiscNet, the educational network provider to WTCS, the technical college districts and ICS.

UW Colleges H.323 Project
The thirteen two-year campuses of the UW System were using outdated H.321 videoconference equipment, which was no longer supported by manufacturers. I led my team at UW Extension to provide technical support to the Colleges' team to educate them in network, firewall and teleconference equipment selection and installation and in the use of our multipoint bridging services. This project also included working with and educating technical staff at WiscNet, the educational network provider to UW Colleges and ICS.

Internet2 Video Bridging and Telepresence Project
As a member of the Internet2 Commons Management Team, I participated in the development of Internet2's bridging service from an under-staffed service with aging technology into a full-service provider of videoconference services, including telepresence, SIP and H.323 for its member educational institutions in the US and worldwide.

Development of State of Wisconsin Contract for Videoconferencing Equipment Purchase
Served of the Department of Administration's team to develop a request for purchase (RFP) for contracted services by a vendor of teleconference and telepresence equipment. Results of the bid contracted with SKC Communications for a five-year contract.

The Pyle Center for Distance Education Construction Project
Instructional Communications System (ICS), my department at UW Extension, had outgrown the physical space we were in, hampering our ability to continue the research, development and support of teleconferencing services.   With input from the Director of ICS, I developed conceptual drawings for the project proposal. Upon project approval by the UW and by the State Department of Administration (DOA), I served on the project's Technology Committee. After move-in, I led in the training of the technical operations staff in use of the technology infrastructure.

Years later, I led the project to remodel and upgrade the first classroom to adopt high definition multimedia displays and videoconferencing for ICS. The DOA project manager often called upon me to represent him when he was unavailable to meet with the team and or the vendors.

Common Scheduling Platform Project:
I led the research into purchasing Target (by Inteletrax), a teleconference-scheduling platform for the WisLine Audio, WisLine Video and Wisline Web conferencing services.

Audioconference Project:
I led the research into selecting, installing and implementing a replacement for ICS' 15-year-old audioconference platform. The new platform provided a chassis capable of supporting over 1,900 ports of public switched telephone network (PSTN) and Voice over IP (VoIP) ports. I also participated on the team to select a commercial audioconference provider to supplement our in-house service.

Customer Flow Project:
Due to the economic slowdown, budget cuts and loss of revenue, I led a team of staff to look at how our customers communicate with ICS, what paths they take, who they contact first, etc. The team developed a report and chart that encompassed both new customers, existing customers and customers with additional expectations. This report was delivered to the ICS Director for review during realignment exercises.

Continuation of Operations Planning (COOP) Project:
An institutional drive to plan for disasters that could prevent occupation of campus building, health pandemics and other events that could affect daily operations led to ICS's administration to plan our own COOP plan. Having a background in planning COOP for the Teleconference Operations unit, I contributed to the planning. The four member team developed an IT Disaster Plan, a Work at a Distance plan, defined high priority activities, organized a telephone tree and Audioconference meeting place.

Sample of Presentations (various dates):

Presented segments of short courses repeatedly offered by UW Madison/UW Extension's Engineering Professional Development on "Classroom Design for Distance Education" and "Understanding and Troubleshooting H.323 Networks".

Presented at the Annual Distance Teaching and Learning Conference in Madison, WI.

Presented at Telespan's Future of Conferencing Workshop in Las Vegas, NV.

Presented at UW System Joint Techs Retreat in Stevens Point, WI.

Presented to the CIOs of the multiple UW institutions via videoconference.

Presented to members of Wisconsin Association of Distance Education Networks (WADEN) several times.

Presented all or part of various workshops to organizations, including Society of Broadcast Engineers (SBE), International Television Association (ITVA) and International Teleconferencing Association (ITCA).

Presented segments of Internet2's "Commons Coordinator Training" for campus staff that will be supporting video over IP at their home institutions across the United States and the world.

Presented at WiscNet's Future Technologies Conference about research on new video encoding systems.

Sample of apps, software and systems of which I am familiar:

Microsoft Office (Word, Excel, Outlook, Project, PowerPoint, Publisher, Visio, Lync, Skype),

Adobe (Acrobat, Photoshop, Bridge, Dreamweaver, Premiere, Connect)

Videoconference Tools (MGC Manager, PingPlotter, Skype, Vidyo, Polycom CMA, and Cisco CTS, TMS, VCS, M8000, TIP, MOVI/Jabber, Vidyo, etc.)

Telecollaboration Tools (WebX, GoTo Meeting, Blackboard Collaborate, D2L, Elluminate, Spark, etc.)

Event Business Management System

Windows (XP, 7, 8, 10)

iPhone and iPad apps

Dropbox

Summary:

I have strong leadership and management skills, project management skills, many years of telecollaboration experience, and have a large and broad peer network. I am comfortable with interacting with state, K-12, and UW agency administration, vendors, consultants and manufacturers - locally, nationally and internationally. Developing budgets, bids, and technology services as well as managing projects and collaborating with stakeholders, staff and vendors are some of my strongest skills.

During the above and other projects, I managed budget, timeline and staff. I researched and met with vendors and manufacturers and developed bid specifications. I managed the bid process to conclusion and award. I also interfaced with vendors and manufacturers as well as peers at other organizations, including Internet2 and the Higher Education community nationally and internationally. I successfully submitted Telecommunications Systems Survey Reports for the Wisconsin Department of Administration.

I participated in the design and construction of distance learning classrooms and network operations center for the new Pyle Center in 1998. In 2008, along with the ICS Director, I provided evidence to the State's Joint Budget Committee to secure funds to remodel one distance education classroom to support high definition videoconferencing. I led the upgrade project over the next year.

Over the years, I collaborated with instructional design leaders, technology staff at other UW campuses, K-12, technical colleges, Chancellors, Deans, System presidents and vice presidents, CIO's, managers at DOA's Division of Enterprise Technology and at UW Madison's Division of Information Technology.

I have earned the respect of my peers by making myself available to answer their questions and participate in their projects and management teams, and provided training opportunities.

I have supervised people, developed and managed services and provided leadership for over 35 years at the University of Wisconsin.

End - Poindexter Resume

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