

# Resume of Jamie Diana Poindexter

5656 Steeplechase Drive  
Waunakee, WI 53597  
+1-608-850-9556  
jamie@jamiepoindexter.net

## Career Positions:

- 2007-2011: **Director of Engineering and Service Development**, University of Wisconsin-Extension, Instructional Communications Systems/Administration in Madison, Wisconsin. Detailed duties and experiences follow at the end of this resume. Retired from this position, June 2011.
- 1981-2007: **Manager of Teleconference Operations**, University of Wisconsin-Extension, Instructional Communications Systems/Teleconference Operations Unit in Madison, Wisconsin. Detailed duties and experiences follow at the end of this resume.
- 1976-1981: **Lead Teleconference Technician**, University of Wisconsin-Extension, Instructional Communications Systems/Teleconference Operations Unit in Madison, Wisconsin.
- 1978-1983: **Assistant Chief Engineer**, WISM/WMGN/WTDY, Madison, Wisconsin. Maintenance and repair of transmission and studio equipment. This was a part time position.
- 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 at Milwaukee Area Technical College.

## Professional Experience:

- 2011-2011: **Member**, R&E Exchange TelepresenceOps
- 2009-2011: **Board of Directors**, Four Lakes Distance Education Network
- 2008-2011: **Member**, Internet2 Commons Management Team
- 2006-2011: **Member**, Badgernet Converged Network User Advisory Council
- 2000-2004: **Member**, UW-Extension's Disability Access Council
- 2000-2003: **Board of Directors**, International Multimedia Collaborative Communications Alliance (IMCCA, at [www.imcca.org](http://www.imcca.org)). Currently a member.
- 1997-2011: **Member**, State of Wisconsin Telecom Managers Group
- 1994-1998: **Board of Directors**, International Teleconferencing Association (ITCA)
- 1993-1998: **Chair**, ITCA State Government Special Interest Group; **host**, e-mail discussion forum
- 1992-1994: **President**, ITCA Midwest Chapter
- 1990-present: **Member**, ITCA, and then of IMCCA

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## Professional Development:

- 2009-present: StateNet's Video Users Group, videoconferencing technology discussions and solutions with representatives from other state networks.
- 2005-present: UW System's Educational Media Technology Council (EMTC) where I also served as Treasurer.
- 2004-2006: Mid-Continent Video Services Group whose members include video and multimedia teleconference services managers across the US. The group meets monthly and via email to discuss trends and issues affecting the distance learning and teleconferencing industry. I am a founding member of this organization.
- 2001-2002: Extension Administrative Leadership Program (EALP), a two year program for Extension staff studying leadership philosophies.
- 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: *Pioneer Award*  
Telespan  
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). Served on the board and as president, as well as taught free workshops in sound system operations. wildhoginthewoods.org
- 1994-2005: **President**, Poindexter Descendants Association, a not-for-profit family research organization for the past four years. I continue to serve as webmaster. poindexterfamily.org
- 1998-present **Member**, Société Jersiaise, an organization based in Jersey, Channel Islands for the study of the history, the archaeology, the natural history, the language and many other subjects of interest in the Island of Jersey.
- 2005-present **Member**, Pipe Roll Society, based in England, the Society promotes the public knowledge of medieval English history by the publication of the Pipe Rolls and the associated records of medieval English government and of other manuscripts of national importance chiefly prior to the year 1250.

## **Sample of Projects:**

This is a list of recent projects that I managed at ICS, indicating my experience, knowledge and skills.

### Videoconference Infrastructure Project:

The Chancellors of all fifteen 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. I expanded the new service to include 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.

### Common Scheduling Platform Project:

I led the research into purchasing Target (by Inteltrax), a teleconference scheduling platform that will work with our Compunetix Summit Audioconference Bridge, our new Cisco/Tandberg videoconferencing infrastructure and our Webconferencing services (LiveMeeting and Elluminate). This project is a long term project and was fully integrated with the audio platform and being written to the video infrastructure and webconference platforms upon my retirement.

### Audioconference Project:

I led the research in selecting, installing and implementing a replacement for ICS' 15 year old audioconference platform. The new platform chosen was the Summit manufactured by Compunetix. The Summit provides a chassis capable of supporting over 1,900 ports of public switched telephone network (PSTN) and Voice over IP (VoIP) ports. This platform has now been in use at ICS for two years.

### 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 new 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.

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**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 Telespan's Future of Conferencing Workshop

Presented at UW System Joint Techs Retreat.

Presented to the CIOs of the multiple UW institutions.

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.

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

**Sample of software and systems I am familiar with:**

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

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

Event Business Management System

Videoconference Tools (MGC Manager, PingPlotter, Skype, Vidy, Polycom CMA, Tandberg MOVI)

Google Earth

Second Life

Thunderbird

Windows (XP and 7)

MacOS, somewhat familiar but don't use daily.

iPhone apps

Designed basic mapping app for iPhone

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**Summary:**

I have strong leadership and management skills, project management skills, and many years of experience and have a large and broad peer network. I am comfortable with interacting with state and UW agency administration, vendors, consultants and manufacturers; locally, nationally and internationally.

During the above and other projects, I managed budget, timeline and staff. I researched and met with vendors and manufacturers and developed bid specifications. With our Purchasing Department, 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 and 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*

*Revised August 2, 2011*