102 North Krohn Place
Sioux Falls, SD 57103
Phone (605) 367-5760
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Benjamin John Soukup

Objective

Advance the rights of individuals with disabilities through the provision of services and by creating universal access to communication. Increase awareness of disability issues through public campaigns, community advocacy, and legislative activity.

Professional Experience

1975-Present Communication Service for the Deaf Sioux Falls, S.D.

Chief Executive Officer/President

- Responsible for all aspects of a nationally based deaf and hard of hearing organization comprised of over 30 satellite offices with more than 2000 employees; plans, implements and maintains comprehensive program activities throughout the company's entire infrastructure; negotiates contracts and partnerships with various providers and affiliated states; establishes necessary policies and procedures; maintains oversight of investments and financial well-being of the company; serves as the chief spokesperson for the organization as well as the deaf and hard of hearing population of South Dakota and, upon request, at regional and national levels.

Duties and Accomplishments

- Partnership with legal counsels in reviewing legal case services and the pursuit of litigation on behalf of deaf and hard of hearing citizens, including direct involvement with state and federal regulatory agencies such as the Federal Communications Commission as well as rehabilitation and special education regulations. Among the special outcomes of this partnership, in the role as the chief legislative liaison officer for the state's deaf and hard of hearing population, the following were introduced and passed into laws: Statewide Interpreter Certification (1985, 1992 & 1997), Statewide TDD Relay Service and Equipment Distribution (1989), Recognition of American Sign Language (1991) ... offered as an elective course in postsecondary, elementary public schools and higher education institutions, Privileged Communication for Statewide Interpreters & Relay (1991), Interpreter Training Program (1992), Deaf Children's Education Bill of Rights (1993), Surcharge Fees on Certain Wireless Communication Devices (1997).
- In 1999, held the initial trials of video remote interpreting, the first in the nation to do so, which became CSD Interpreting Online as provided presently.
- Researched, developed and launched the first nationwide Video Relay Service, available 24 hours a day, seven days a week, January 2003.
- Represented interests of deaf and hard of hearing persons at the state government level through preparation and presentation of testimony at Assembly Hearings, at meetings of legislative staff members and appropriations committee, and, on

request, similar activities at the Federal level. Acted as a lobbyist for both the South Dakota Association of the Deaf/CSD since 1975.

- Advocacy activities directly with telecommunications corporate officers to promote access to television through closed captioning has been a major responsibility and a successful effort.
- Ran for South Dakota State House of Representatives in 1982.
- Proposing, renewing and administering grants and contracts are a constant responsibility. CSD currently has nearly 150 grants and contracts in place from private, state and national agencies/entities. Most grants are for interpreting services and other programs addressing people with disabilities and special needs.
- Housing grants were also obtained in 1980 for the establishment of Maple Creek Apartments and again in 1994 for the Olde-Grinde Apartments, both low-income housing facilities in the Sioux Falls area. In 1988, secured a Federal grant (US Department of Housing and Urban Development - Homeless Grant) to create a four-plex housing unit for deaf and hard of hearing independent living clients.
- Numerous state grants have contributed to an imposing array of essential programs and services such as identification and assessment of statewide needs; job training and vocational placement; advocacy; housing and independent/daily living assistance; transportation and recreation; adult basic education; substance abuse and addiction counseling; AIDS awareness; refugee programs; youth and senior programs; real-time captioning; interpreter services; deaf-blind services, statewide relay service; equipment distribution and many more.
- CSD launched a Youth Program in 1997, focusing on building the deaf leaders of tomorrow. Part of the Youth Program broadened when the National Literacy and Leadership Camp at Camp Lakodia had its inaugural session August 2003, continuing annually to the present day.
- Networking with other consumer organizations, those associated with communicative and hearing disorders, and other interest groups (i.e., cochlear implant agencies, Boys Town Research Hospital, University of Arkansas, Gallaudet University, and many others).
- Administering Leadership Training Programs on the local, state and national levels with emphasis on empowerment and accessibility has been a successful venture, working in tandem with the National Association of the Deaf.
- Upgrade corporation operations by developing policy manuals, management by objectives system, employee job descriptions, annual appraisal processes, salary schedules, orientation program, year-end reports, deafness-related brochures, and employee handbook.
- Other related professional and management tasks include service on panels, membership on Boards of other organizations related to disabilities, service on national planning committees such as the recent National Symposium on Childhood Deafness which CSD hosted in collaboration with 16 national organizations and agencies in response to the widespread dissatisfaction with America's education, and presenting papers for conferences, symposia, and workshops on disability issues.

Education

Gallaudet University	1969-1970	Washington, D.C.
Augustana College	1970-1973	Sioux Falls, S.D.
University of Northern Colorado	1985-1987	Greeley, Co.
Cornell University	1990	Greeley, Co.

A synthesis of management and business courses was the curriculum focus at all institutes of higher learning.

Honorary Doctorate of Laws Degree, Gallaudet University, Washington, DC, 2000.

Professional Memberships

- Chair, Gallaudet University Board of Trustees, 2006-present
- Gallaudet University Board of Trustees, member 2001-2006
- National Association of the Deaf President, 1993-1998
- National Association of the Deaf Board of Directors, 1988-1993
- World Federation of the Deaf, delegate
- National Coalition Planning Committee on Handicapped
- National Task Force on Educational Interpreters, chair
- President/Chair of 2007 Winter Deaflympics Board
- National Fraternal Society of the Deaf Board of Directors, board member
- Gallaudet University Alumni Association
- United States of America Deaf Sports Federation
- Midwest Athletic Association of the Deaf, board member
- American Athletic Association of the Deaf
- National Association of the Deaf-Registry of Interpreters of the Deaf Task Force

Consultive Services

- Planning Committee, 1990 National Conference on Quality Education for Deaf and Hard of Hearing Students, Sioux Falls, SD
- Planning Committee, 1991 National Symposium on Childhood Deafness, Sioux Falls, SD
- Honorary Chair, 1999 National Symposium on Childhood Deafness, Sioux Falls, SD
- Honorary Chair, 2001 National Symposium on Childhood Deafness, Sioux Falls, SD
- Honorary Chair, 2003 National Symposium on Childhood Deafness, Sioux Falls, SD

Public Speaking Engagements

- Professional services on a continuing basis are requested for numerous occasions, workshops and conferences across the U.S. and abroad.
- **Congressional and Legislative Committee Testimony**
  - As president of the National Association of the Deaf, 1992-1998, presentations were made before Senate and House Committees and Subcommittees. Such a responsibility has been delivered often and is part and parcel of the CEO position in the state of South Dakota.
- **Keynote Addresses**
  - Thirty-nine keynote addresses to local, regional and national organizations on education, rehabilitation, interpreting, advocacy, consumer programs and services, and accessibility.
- **Commencement Addresses**
  - Numerous commencement addresses to Schools and Programs for the Deaf and Conventions of State Associations of the Deaf in thirty-one states.

Awards Received

- Midwest Athletic Association of the Deaf Hall of Fame
- Governor's Award for Service to People with Disabilities
- South Dakota's Top 100 Most Influential People, Eyes On You Magazine
- Governor's Award for People Who Make a Difference
- South Dakota State Hall of Fame for Community Leadership
- South Dakota Association of the Deaf Hall of Fame for Community Service
- Laurent Clerc Award for Social Contributions, Gallaudet Alumni Association
- Honorary Doctor of Laws degree, Gallaudet University
- Global Call Center of the Year, The Society of Workforce Planning Professionals
- Best of Sioux Falls' Businesses, Sioux Falls Business Journal
- Best in Business, Sioux Falls Business Journal
- Executive of the Year, Sioux Falls Business Journal

Note: CSD has received many awards during its 25-year existence, from local, regional and national groups for its "cradle-to-grave" contributions toward the betterment of American life for all concerned, deaf and otherwise. One was presented by the National Association of the Deaf for its outstanding role in bringing to all deaf and hard of hearing children in America the best possible total educational environment through sponsorship of the National Symposium on Childhood Deafness.

Christopher Soukup

Senior Vice President at CSD

csoukup@c-s-d.org

Summary

Christopher Soukup received a Bachelor of Science degree in Business Administration from Gallaudet University in Washington, D.C. For nearly a decade, he has served CSD in a variety of capacities, including community outreach, public relations, marketing, large-client sales, business development and contact center operations. Serving as a company spokesperson, Soukup has appeared at numerous engagements across North America representing CSD at international conferences, community forums, professional panels and workshops, and company marketing events. Soukup was a part of the leadership team that formed CSD's first stand-alone subsidiary organization in 2004. The newly formed entity, CSD Contact Centers, achieved its break-even point within 18 months of being formed and has been a profitable venture for CSD since that time.

Specialties

organizational planning; business infrastructure development; product, program, and service implementations; mergers & acquisitions; large-client relationship management; RFP and grant proposal formulation; construction of business and marketing plans; deep understanding of deaf and hard of hearing consumer niche market; and complex budget design and administration

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Experience

Senior Vice President at CSD

July 2009 - Present (6 months)

I am presently responsible for leading CSD's combined contact center network. This business unit is comprised of nearly 1,000 employees working from more than a dozen locations across the United States. This support arena includes contact center operations, information technology, marketing/outreach, client relationship management and new business development. This is a new undertaking for me and I am tremendously enthused about the opportunity to serve in this capacity.

Chief Strategic Officer at CSD

November 2008 - July 2009 (9 months)

In my previous role as Chief Strategic Officer, I was primarily responsible for providing guidance to all company business groups regarding their short and long term goals. This activity crosses many functional teams including operations, finance, technology, marketing, sales, and administrative resources. Through global evaluations of the products and services provided by CSD and its subsidiary companies, I was accountable for providing direction to best position the company for growth in both present and future market conditions. This role also involved a review of new business opportunities, market and product research, and product life-cycle management.

Additionally, I provided direct supervision to CSD's subsidiary companies and several groups within the parent organization.

9 recommendations available upon request

Chief Marketing Officer at CSD

December 2007 - November 2008 (1 year)

As CSD's Chief Marketing Officer, I was responsible for supporting all of the business units (marketing, sales, customer service, product management, new business development) that generate revenue for the company. During my tenure in this position I led the formation and implementation of a national sales organization that included (at peak) sales professionals in ten locations across the country; I collaborated with my team to develop product marketing strategy for five major business groups; I supported the introductory roll-out of a interdepartmental CRM solution to manage sales opportunities and existing accounts; and I oversaw a full calendar of promotional events and sophisticated marketing campaigns. These efforts involved working with numerous internal and external resources to create new revenue streams for CSD.

2 recommendations available upon request

Vice President at CSD

January 2005 - December 2007 (3 years)

In my capacity as Vice President of CSD Ventures, I was the senior executive in charge of a start-up for-profit subsidiary of CSD. I was responsible for strategic planning and deployment, budget development and adherence, organizational infrastructure design and implementation. I oversaw the activities of more than 200 employees spread across multiple departments: Operations, Account Management, Information Technology, Marketing, Sales, and Business Development. I was accountable for the streamlining of organizational resources and the evolution of the company into a profitable resource for CSD. Our management group successfully positioned CSD Contact Centers to be awarded multi-million dollar contracts with several Fortune 500 companies over a three year period.

1 recommendation available upon request

Marketing, Sales, and Business Development positions at CSD

January 2002 - December 2004 (3 years)

*Vice President/Director of Contact Center Operations (2004)

*Senior Sales Executive (2003)

*Assistant Vice President, Development (2002-2003)

Contact Center Operations and Community Service Positions at CSD

May 1996 - September 1998 (2 years 5 months)

*Telecommunications Relay Service Division, Staff Assistant, (1997-1998)

*Coordinator of Community Education/Adult Basic Education, (1996-1997)

*Public Relations Associate, (1996)

*Summer Internships in 1993, 1996, and 1999.

Education

Gallaudet University
BSBA, Management/Marketing Emphasis, 1998 - 2001
Activities and Societies: Student Body President 2000-2001, Kappa Gamma Fraternity, involved with numerous student organizations, committees, and special projects over a three year period.

O'Gorman High School
Diploma, 1992 - 1996
Activities and Societies: Debate, Drama, Oral Interpretation, Oratory, Student Congress, Boy's State, Commencement Speaker, AP coursework

Christopher Soukup

Senior Vice President at CSD

csoukup@c-s-d.org

LinkedIn

12 people have recommended Christopher

"I have known Chris Soukup for over a decade. In that time frame, I have watched him grow from a young and confident business person to a respected leader within CSD as well as a force to be reckoned with in the Sioux Falls business community. Not content with these arenas of influence, Chris has sought and gained a pulpit at the State and Federal levels, lobbying for issues that are in the interest of the consumers that CSD serves. In doing so, Chris has revitalized and rededicated our employees' commitment to the mission of CSD. With Chris's visionary abilities and his hands-on approach, the future of CSD looks bright."

— **Tj Law**, *Student, High School*, reported to Christopher at CSD

"I've had the pleasure of working with Christopher at CSD for several years. While working with Christopher, I often relied on him for advice and support. His creativity, resourcefulness, and ability to see a project through really made my marketing projects distinctive and successful. Christopher is an effective communicator and displays excellent leadership style with a great personality. I have seen him effectively manage multiple projects involving numerous people, and his ability to work collaboratively while guiding the project quickly and thoroughly was outstanding. Christopher's sensitivity, diligence, energy and sense of humor made my work experience with him enjoyable. I highly recommend him for any future endeavers."

— **Kelly Lange**, *Marketing Consultant, Guljan, Incorporation*, reported to Christopher at CSD

"Chris contacted my company some years back looking for someone to design a 20 x 60 Trade show exhibit to spotlight Communication Services for the Deaf's display at Deaf Expo. During the course of designing and building and installing his new (soon to be award-winning) display, we all came to realize what an extraordinary person he is. His passion for his company and community is plain to see, and his positive outlook and constructive attitude make working with him a real pleasure. You won't find a more steadfast partner for any venture than Chris AND CSD. Three words: intellegence, character and passion."

— **Paul Bridson**, *Co-Owner, Brainstorm Marketing*, was a consultant or contractor to Christopher at CSD

"While working with Christopher Soukup and CSD over the past three years, I have learned a great

deal about the corporate culture, integrity, and focus which is the foundation for all of CSD's professional endeavors. Christopher's ability to understand his client's vision and adopt their philosophy equips CSD with the flexibility, rarely found in today's marketplace, certifying their position as a premier contact center solution provider and business partner."

— **Starr Robinet**, *Manager Vendor Management, Qwest Communications*, was with another company when working with Christopher at CSD

"During my tenure under Chris Soukup, I've always deemed it to be an honor and privilege to work with this man. Chris has an innate ability to confront any organizational problem and quickly identify the elements necessary to veer it on the right course in order to make the company successful. I have been fortunate to work with Chris in a number of different capacities and he never ceases to amaze me with his ability to guide the people and the company to ensure that the essential dynamics continue to evolve. Chris has always looked for a interdependency relationship in all things. He has all the traits of a successful Executive Officer and thus is a tremendous asset to any relationship. If I had to choose only one person to work alongside me, this is the man."

— **Kaika Eric**, *Sr, Mgr. Marketing, CSD Contact Centers*, reported to Christopher at CSD

"I'd like to take this opportunity to recognize Chris Soukup's contributions to my personal growth within the scope of CSD. As a true leader, he strived to maintain open channels of communication & individuality between a diverse (& newly formed) sales group in order to build camaraderie, acquire knowledge and drive sales. Chris's strategic thinking demonstrated effective leadership, organizational and communication skills. His eloquent presentations at our meetings were timely and efficient & prompted enlightened discussion. Conducting business in today's rapidly challenging economy is both difficult and multi-faceted. However, Chris Soukup's overall grasp of an extensive product line, as well as the varied aspects of the societal / technical / business considerations, was inspirational. Roy Trafalski Long Beach, CA"

— **Roy Trafalski**, *Territory Sales Manager, Communication Service for the Deaf*, reported to Christopher at CSD

"I ahe enjoyed workign with Chris Soukup with CSD. He is a very positive and proffessional person. He is a guy who does what he says he is going to do in a timely manner. I hope that our relationship continues to grow and prosper, Chris represents CSD well and is gret person to work with. Lee Little CEO of BarZ Adventures"

— **Lee Little**, *Owner, BarZ Adventures Inc*, was with another company when working with Christopher at CSD

"Christopher leads the organization in looking for ways to improve quality and promote quality awareness. He displays a strong dedication and commitment to excellence. He is extremely skilled at gathering and analyzing complex information from multiple resources. He routinely researches all

options, developing the best alternative solutions. Christopher excels at providing clear direction to others as well as gaining their compliance quickly. He inspires the respect and trust of others through his openess and integrity."

— **Kevin Barber**, *Senior Project Management, CSD*, worked with Christopher at CSD

"Chris is a sincere, bright, hard working,enthusiastic young man. I have worked with CSD as a consultant and real estate broker for a number of years regarding their real estate issues and met Chris during these times. He comes from a well regarded family with good values. Chirs is respected and highly regarded in the business community."

— **Peter Hegg**, *Chariman, Hegg Companies Inc.*, was a consultant or contractor to Christopher at CSD

"Over the past four years I have had the distinct pleasure of working closely with Christopher Soukup. The skills that he brings to any business situation are considerable. Whether examining an internal business process for pain points, defining the particulars of a business startup, lobbying potential VCs on the merits of a proposal, writing a response to an RFP, coaching a sales person on his or her performance, Chris stays on top of the situation and brings a wide range of experience and ideas to the dialogue. The clarity of his penetration can be startling at times, but Chris tempers this effect with a casual and elegant presentation that puts no one on the defensive. I can't think of a better person to have on a team; the questions he asks and the solutions he delivers are the stuff that dreams are made of."

— **Michael Forinash**, *Assistant Director, CSD Contact Centers*, reported to Christopher at CSD

"Chris is a dedicated, results oriented professional that has always been a great addition to any project. His leadership and significant experience are highly valued assets within any situation."

— **Steve Bruggeman**, *Business Consultant, CoSentry*, was with another company when working with Christopher at CSD Contact Centers

"Christopher is in the top two of managers I have worked for. He has a unique understanding of working with the sales team as a group and individual. His approach is relaxed and calm but very decisive and realistic. His understanding of the market we are in is exceptional. We are not direct reports (due to multiple hats) to him but he is always available. His vision is forward by adding new products and services to our line. He is as near to the perfect boss as I ever have gotten."

— **Joe Wojdyla**, *Region Sales Representative, Communication Services for the Deaf*, reported to Christopher at CSD

Contact Christopher on LinkedIn

Debbie Hyman Scott

95-210 Kiloa Place
Mililani, HI 96789
808-386-6107

debbie@scottohana.com

Communication Services for the Deaf/Sprint Relay — Honolulu, HI
Center Manager — 7/08 to present

- Manage the daily operation of the Relay call center ensuring all contractual requirements are met with the State of Hawaii.
- Responsible for employee hiring, training, development, coaching and quality monitoring.
- Ensure daily call center service levels and occupancy goals are achieved.

DIRECTV National Contact Center — Englewood, CO
National Scheduling Supervisor — 11/05-6/08

- Managed hiring plans, staffing schedules, shrinkage and attrition for vendors to meet overall staffing commitment goals.
- Provided national staffing analysis to meet SL goals surfacing issues and providing solutions.
- Developed and maintained relationships with vendors.

Outrigger Hotels & Resorts Contact Center — Aurora, CO
Forecasting and Scheduling Analyst — 3/02 to 6/05

- Analyzed and interpreted past and current call volume data to determine staffing needs and create accurate schedules to ensure service level goals are met.
- Assisted Call Center Director with all aspects of Budget planning.
- Developed and implemented standard procedures for the best use of eWFM by Team Supervisors and Managers.

Wells Fargo Bank Customer Service and Sales Call Center — Colorado Springs, CO
Resource Coordination Supervisor — 9/98-11/02

- Managed Workforce staff on a day to day basis to ensure department met forecasting and scheduling goals of a 200+ person call center.
- Analyzed long term and short term call volumes determining appropriate hiring levels to meet service level goals.
- Liaison to the IT department to ensure that all workforce management equipment & data is working at optimal levels.

American Hawaii Cruises — Honolulu, Hawaii
Land Operations Manager — 12/96 to 7/98

- Managed the debarkation and embarkation of approximately 2,000 passengers on a weekly basis.
- Supervised a 10 member pier staff that checked-in and boarded passengers.
- Managed and scheduled transportation of approximately 500 pre and post cruise passengers.
- Implemented the hotel service desk to provide a personal contact for passengers.

EDUCATION
University of South Carolina
BS in Hotel, Restaurant & Tourism

COMPUTER SKILLS
Microsoft: Word, and Excel, Aspect eWorkforce Management Scheduling Software, IEX, Lucent CenterVu Supervisor and ACD, Call Center Management System (CMS)

Nancy Soyring

285 44 Ave S 218-291-1120 w
Moorhead, MN 56560 218-233-7549 h

Education

Interstate Business College – Fargo, ND 1983
Secretarial/Data Entry

Incoming Calls management Institute- March 2004 to present
Call Center Operations Manager certification

CIAC certified- current

Experience

Vice President, CSD Relay May 31, 2010 – Present
Supports the existing business infrastructure, and CSD Relay's total busine performance. Supports the overall program management as well as the day day operation of several contact centers that provide telecommunications relay service support.

Minnesota Relay/CSD Regional Director TRS Operations October 1, 2009 – May 30, 2010
Directly supports the day-to-day operation of Minnesota, South Dakota, California, and Hawaii TRS centers. Part of the senior leadership team and engaged in supporting all of our key business relationships.

Minnesota Relay/CSD Center Manager April 16, 2001 - Present
Manages the Relay Center in a manner which ensures efficient and effective quality relay services for all customers, ensuring an innovative and motivated workforce, contributing to the financial growth of the organization, as well as serving as a vital link in the community in which CSD/Sprint's services are provided. Manages a group of Supervisors and administrative staff at the relay center.

Minnesota Relay/CSD HR Manager - March 30, 98 – April 15, 2001
Provided administrative and technical human resources support to the Center Manger of Minnesota Relay. Interfaced with community employment agencies and other organizations to develop a pool of applicants. Managed employee data filing system, assisted in training of new employees and provided new employee orientation. Ensured compliance with local, state and federal regulations.

Minnesota Relay/CSD Reception/HR Assistant/Scheduler - November 11, 96 – March 29, 98
Responsible for handling tasks that arise in the front lobby and on the telephones. Assisted in clerical duties for the HR Manager and Relay staff. Administered and performed operations of the scheduling system for all employees at the Relay Center. Prepared various reports for filing/transmitl of data.

Other Work Experience

Dakota Clinic, Fargo, ND– Receptionist/Scheduler
1989 – 1996
Patient registry, imputing patient information into a computer system, makin appointments, filing lab and x-ray reports and interpreting for deaf patients a requested.

Dakota Hospital, Fargo, ND– CPR Instructor/Trainer
1991 – 2002
Lecture and teach public and medical staff classes, keeping them updated i
CPR certification.

Pamela Holmes

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EDUCATION

Gallaudet University, Washington, D.C.
Bachelors Degree in English, 1974
Dean's List

University of Tennessee, Knoxville, Tennessee
Masters Degree in Deaf Education, 1976
Graduate Fellowship Award

EXPERIENCE

CapTel, Inc., Madison, Wisconsin
Director of Consumer & Regulatory Affairs & CapTel Customer Service – March, 1987 to Present

As Director of Consumer & Regulatory Affairs, work involves activity at the local, state, and national level on disability issues related to communication access and regulatory affairs. Work entails monitoring government regulatory activity, drafting submissions to the FCC including the petition for CapTel to be recognized as an enhanced VCO service, speaking at public hearings, making presentations on our products and service, and staying abreast to emerging regulatory and consumer issues.

Since CapTel's beginnings, Pam has worked extensively with a core CapTel team on the set up and operation of the Captioned Telephone (CapTel) state consumer trials and full service with expertise in the area of consumer communications, consumer feedback on the product and service, consumer database development and maintenance, and coordination of training and customer support to existing customers. Currently, Pam's primary responsibility is operation of the CapTel Customer Service Department. This includes customer service program development and deployment, hiring and supervision of CapTel Customer Service representatives, and management and direct involvement of day to day concerns and commendations customers communicate by phone, email, fax and mail.

Madison Area School District & outlying school districts, Madison, Wisconsin
Itinerant Teacher/ M-team Consultant, 1984 – 1987.
Served as a teacher and consultant to deaf and hard of hearing mainstreamed students, their teachers, school administrators and parents.

Atlanta Area School for the Deaf, Atlanta, Georgia
Teacher of Middle School & High School Students, 1976 - 1984
Taught home economics, social studies, civics, economics, and language arts to deaf and hard of hearing students. Initiated several extra-curricular activities for students. Was known as an innovative teacher with strong rapport with students and teaching peers.

AFFILIATIONS

National Association of the Deaf, individual and corporate affiliate member; Chair, National Association of the Deaf - Telecommunications Advocacy Network (NAD-TAN) Committee, 1997 - 2005. Member – Technology Committee, 2005 to present.

TDI, individual and corporate affiliate member; Board of Directors, Telecommunications for the Deaf, Inc. (TDI), July 1998-July 2001. TDI International Conference Program, Co-Chair, July 1999. TDI International Conference Program, Co-Chair, July 2001.

Gallaudet University, Board of Trustees; Executive Committee – At large member, Financial and Institutional Affairs Committee, National Deaf Education Committee, and Trustees Committee – Vice Chair; May 2002 – to present.

Self Help for Hard of Hearing People, corporate member – annual, current.

AWARDS & RECOGNITION

H. Latham Breunig Humanitarian Award, TDI, July 2003.
National Association of the Deaf (NAD), Executive Director's Award, "Exceptional Service on Behalf of the Association", NAD Conference, July 2000.

Telecommunications for the Deaf, Inc. (TDI) Recognized as one of 30 individuals who have produced the greatest impact on telecommunications accessibility for America's deaf and hard of hearing citizens from 1968-1998 as part of TDI's 30th Anniversary, December 1998. Plaque of Appreciation for Board of Directors Service, July 2001.

"Circle of Friends" Award, Center for Deaf & Hard of Hearing. Milwaukee, WI, June 1996.

National Council on Independent Living - Regional Advocacy Award - Federal Region V, June 1996.

WI Association of the Deaf (WAD) Meritorious Service Award, WAD Convention, July 1995; Meritorious Service Award, June 1999.

WI Telecommunicators for the Deaf, Inc.; Dedicated Involvement Award, March 1994.

Quota Club Woman of the Year, WI and GA, 1990's and 1984.

Jayne Turner

5801 Research Park Blvd., Madison, WI 53719 • 608-441-8800

EDUCATION

University of Wisconsin, Stevens Point, Wisconsin
Bachelor of Science, Secondary Education

EXPERIENCE

Ultratec, Madison, Wisconsin
Vice President, CapTel, Inc, 2000 - Present
Responsible for over-all operations of the captioning center. Coordinates the interactions between operations and technical staff, as well as financial management and reporting.

Ultratec, Madison, Wisconsin
Vice President of Corporate Sales, 1994 - 2000
Responsible for equipment distribution for the USA and international market areas, customer service, domestic and international service centers and financial management.

Ultratec, Madison, Wisconsin
Manager of Corporate Sales, 1986 - 1994

Ultratec, Madison, Wisconsin
Sales Representative, 1986 - 1986

Pamela A. Frazier

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EDUCATION

Ball State University, Muncie, IN
B.S. Marketing, 1990
Four year letter winner in collegiate athletics - softball

EXPERIENCE

CapTel, Inc., Madison, WI
Call Center Director – 2001 to Present
Responsible for set-up and operations of CapTel Call Center. Responsibilities include the organization and prioritization with staff in recruiting, training, floor operations, scheduling, and technical coordination. Develop call center and call handling policies, oversee testing and implementation of new product development and involved in call center growth strategy.

Ultratec, Inc., Madison, WI
Marketing Manager – 1996 to 2001
Responsible for organizing and prioritizing team responsibilities in marketing related activities including advertising, product manuals, consumer trade shows, and product development. Worked extensively in product development of CapTel technologies as it applied to the labor process and implementing the use of CapTel technology into a call center environment. A member of the core team to implement state consumer trials and assessing feedback on product and service.

Ultratec, Inc., Madison, WI
Customer Service Representative – 1991 to 1996
Responsible for handling customer service questions regarding use of TTYs and other Ultratec products via phone, letter, and email correspondence. Trained internal customer service/sales representatives on new products and updates. Acted as a technical liaison between engineering and customer service/sales representatives. Also attended various trade shows and presented product trainings.

AFFILIATIONS

Call Center Managers Association – Wisconsin

National Association of the Deaf, corporate affiliate member

TDI, Organization member

Self Help for Hard of Hearing People, Corporate member – annual, current.

AWARDS & RECOGNITION

Fluent in ASL