


Jason Carl McConnell

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ASSOCIATE DIRECTOR

**DAS ♦ Project Management ♦ Physical Security ♦ Wireless & RF Technologies ♦ VoIP
Cable & IP TV ♦ Public Safety ♦ Management ♦ Customer Service ♦ Relationship Building**

PROFILE

More than 19 years of increasingly technical skills and support: including personnel management, telecommunications technology, project management, physical security and customer service experience. Instrumental in the coordination and deployment of new projects and service offerings driving growth and sustaining business with exceptional client relationships and unparalleled customer service.

- ♦ Outstanding success in building and maintaining relationships with key decision-makers, partners and vendors to benefit the department and team.
- ♦ Well organized with a history that demonstrates self-motivation, problem solving and initiative to achieve personal and professional goals.
- ♦ Specialization in telecommunications engineering technologies and services, focusing on RF and physical security.
- ♦ Respected supervisor and mentor among peers and staff.

WORK EXPERIENCE

2020 - Present

CircleK – Willis, TX

Assistant Manager (2021 – Present)

Customer Service Representative (2020-2021)

Work in a collaborative retail environment to provide outstanding customer service, run daily and weekly shift, personnel and order reports, track service times, track spoilage, handle money, perform safe and bank deposits, supervise staff, deal with problems and unsatisfied customers.

2008 - 2019

Texas A&M University – College Station, TX

Associate Director (Academy of Advanced Telecommunications & Learning Technology; Internet2 Technology Evaluation Center (ITEC) 2016-2019)

Supervised the day-to-day operations of the ITEC lab, including managing over \$6,000,000 worth of donated equipment to facilitate Long Term Evolution (LTE), 5G, Next Generation 911 (NG911), Public Safety Communications, and FirstNET applications testing and technologies.

Managed and directed a team of staff, graduate and student workers for exercise implementation and the maintenance, hardware and software of lab equipment.

Lead Network Engineer (Texas A&M IT Telecommunications 2012-2016)

Senior Network Engineer (Texas A&M IT Telecommunications 2008-2012)

Coordinated and managed systems and projects campus-wide; including system planning, design, support, installation, vendor and on-campus partner communication on the following technologies and services: VoIP, Keyless Entry, Security Cameras, DVRs & NVRs, Cable TV, IPTV, WiMAX, 700/800MHz and Project 25 land mobile radios, LTE and 5G deployments, Code Maroon and Emergency Notification subsystems.

Planned network construction, cabling, and network installations; including new construction and remodels, telecommunications closets and departmental connections. Provide installation and support to remote TAMUS and partner locations. Coordinated and scheduled customer jobs; including communication with installation and support teams, training, maintenance, and support for campus and remote locations.

Managed and directed a team of technicians, staff and student workers for project installations, maintenance, and hardware and software deployments.

Committee Assignments:

- ◆ BWWACS – Brazos Valley Wide Area Communications System (2009-2019)
- ◆ Motorola – MTUG Interoperability Sub-Committee (2009-2017)
- ◆ TAMU – Audio Video Surveillance Technology Committee (2011-2019)
- ◆ TAMU – IT Service Excellence Team (2015-2016)
- ◆ ACUTA – Social Media Sub-Committee (2013-2014)
- ◆ ACUTA – Online Learning Sub-Committee Chair (2016-2017)
- ◆ ACUTA – Program/Content Committee Chair-Elect (2015-2017)

2006 – 2013

Aggeland Illustrated Magazine – Bryan, TX

Co-Executive Editor, Photography & Departments

Executive Team Member; duties included developing and defining corporate strategies, marketing and ad campaigns, content brain-storming, and publication schedule.

Developed magazine layout, design, and content, including interviews, writing and editing stories, image creation, editing, and selection for publication.

Co-Manage and direct full and part time staff, including leading small group projects and promotions.

2001 - 2008

Texas Digital Systems – College Station, TX

Quality Control / Quality Assurance Manager

Purchasing Manager

QuickServe Support Supervisor / Dealer Program Manager

QuickServe Customer Service and Support Representative

Daily interaction with support, repair, sales, production, development and engineering teams, including implementation of network design modifications, problem diagnosis and resolution, installations, and training, escalated network components, design and software, PC network support.

Inspection and verification of compliance of electronic components, configuration, troubleshooting and validation of new electronic and network components.

Directed small-team support projects, customer-initiated installation projects, inventory projects and procedures. Personally managed and directed full and part-time employees to accomplish project and team goals. Performed onsite troubleshooting, installation and training.

2000 - 2001

Decision One – College Station, TX

Senior Customer Support Representative Level 1

Provided telephone service and customer support for multiple Dial-Up and DSL internet providers. Managed billing and customer service issues, as well as technical support. Worked in a team environment to accomplish team and individual support goals and meet customer SLAs.

1995 – 1998

Whataburger – Lufkin, TX

Team Leader / Shift Supervisor

Crew Member

Worked in a collaborative environment to provide outstanding customer service, ran shift reports, tracked service times, handled money, dealt with unsatisfied customers.

EDUCATION

- 2020 - Present** **University of Phoenix – Phoenix, AZ**
Masters of Business Administration (M.B.A.)
- 2008** **Texas A&M University – College Station, TX**
B. S. Engineering Technology, Telecommunications
Senior Project: InFoRMS – Interactive FM Radio Messaging System
Texas A&M CVNE Ideas Challenge – 1st Place
- 1996-1998** **Angelina College – Lufkin, TX**
General Studies

JOB RELATED TRAINING

Assistant Manager Training I and II (CircleK) 2021
Serve-Safe (CircleK) 2021
OpenEPC / OpenIMS (CND Technologies) 2017
SIP School (SIP Institute) 2017
Leadership Institute (TAMU) 2014
Group Leadership Forum (TAMU) 2013
Certified In-Building Engineering Technologist (CIBET Initiative) 2013
Desktop Publishing Certificate Program (TAMU) 2012
Principles of Supervision and Management (TAMU) 2012
MS Project (TAMU) 2012
Managing Smartnet (Motorola) 2009
System Administrator Training (Broadsoft) 2009
System Administration and Installation (Matrix) 2009, 2012

KNOWLEGE AND SKILLS

Programs: Microsoft Office Suite, Office 365, Microsoft Project, Microsoft VISIO, TrainTraq, Workday, ServiceNOW, G Suite, Spreadsheets, Social Media Platforms, Web (HTML, Javascript, Java, WordPress), Adobe Suite, CRM, ERP, SolarWinds, Nagios, Skype, Slack, DropBox, Zoom, CISCO

Programming: Assembly, Basic, C, C++, Java, PHP, MySQL, HTML

Operating Systems: Win95, Win98, Win2000, WinXP, WinVista, Win 7, Win 8, Win 10, macOS, ios, Linux, Ubuntu, Debian, Centos, CISCO, Juniper

Hardware/MISC: Dell, HP, DNS, DHCP, WAN/LAN, Server, virtualized networks, cloud management, AutoCAD, SolidWorks

PROFESSIONAL ORGANIZATIONS

Texas Board of Professional Engineers: Engineer-In-Training (2015-Present)
ASIS International (2015-2016)

VOLUNTEER ORGANIZATIONS

Knights of Columbus (2006 – Present)
Magical Muzzles and Manes (2010-2017)
Austin's Colony Homeowner's Associate Board of Directors (2014-2017)

SUPPLEMENTAL INFORMATION

PUBLICATIONS

W. Magnussen, PhD & **J. McConnell**, "IPTV: The Future of Cable TV," ACUTA Journal, Spring 2014, Vol. 18, No. 1, 14-15.

W. Magnussen, PhD & **J. McConnell**, "Building a Critical-Services Data Network," ACUTA Journal, Spring 2012, Vol. 16, No. 1, 18-19.

R. Schroeder, C. Magnussen, **J. McConnell**, E. Dixon, A. E. Goulart, J. A. Morgan, "InFoRMS – Interactive FM Radio Messaging System," IEEE Radio Wireless, 2009

Multiple Instances: Aggieland Illustrated Magazine, College Station, TX, Vol. 1-7, 2006-2013

Texas Digital Systems/Burger King Corporation, "OCU Key Learnings Guide," distributed by Burger King Corporation, 2002-2003

PRESENTATIONS

J. McConnell. "CBRS Alliance Briefing in Higher Education." CBRS Alliance Conference, 10/15/19, Austin, TX.

J. Kang, PhD & **J. McConnell**. "Data Upload Mechanism for Sharing Floor Plans & Site Safety Data Easily," DHS-S&T offices, 10/10/19, Washington, DC.

J. McConnell, Karla Jurrens, Paul Niemann. "Texas & National Public Safety Broadband Program Panel Discussion" DASpedia In-Building & Public Safety Wireless Tech Seminar, 6/28/17, Fort Worth, TX.

W. Magnussen, PhD & **J. McConnell**. "SIP Workshop" ACUTA 2017 Annual Conference, 3/12/17, Chicago, IL.

W. Magnussen, PhD & **J. McConnell**. "IP Multimedia Subsystem (IMS) Workshop" ACUTA 2017 Annual Conference, 3/12/17, Chicago, IL.

J. McConnell. "Advanced Networking: Lightning Talks - Using IMS to Converge Wireless Service Providers Network with Campus Enterprise Networks" Internet2 Tech Exchange, 9/28/16, Miami, FL.

J. McConnell. "IPTV: Bleeding Edge, Leading Edge or Just in Time?" ACUTA 2016 Winter Seminar, 1/20/16, New Orleans, LA.

J. McConnell, Mark Reynolds, Charles Mance. "DAS Super Session: Institutional Perspectives," ACUTA 2015 Annual Conference, 4/20/15, Atlanta, GA.

J. McConnell. "IPTV Technology Spotlight," ACUTA 2015 Annual Conference, 4/20/15, Atlanta, GA.

J. McConnell & C. Norton. "The IPTV Challenge at Texas A&M," ACUTA 2014 Annual Conference, 4/1/14, Dallas, TX.

J. McConnell & C. Norton. "Texas A&M Inbuilding DAS – Lessons Learned & Looking Forward," ACUTA 2014 Annual Conference, 3/31/14, Dallas, TX.

J. McDonald & **J. McConnell**. “VoIP Deployments in a Campus Environment II,” ACUTA 2013 Annual Conference, 4/17/13, San Diego, CA.

J. McConnell & M. Scarpellino. “The Road to IPv6 – An Interactive Discussion,” ACUTA 2013 Winter Seminar, 1/15/13, Tampa, FL.

J. McDonald & **J. McConnell**. “VoIP Deployments in a Campus Environment,” ACUTA 2012 Fall Seminar, 10/15/12, Houston, TX.