

Don Magee

900 Grassy Glen Drive Allen TX 75002 (214) 673-4960 eegamnod@gmail.com

Self-Employed Greater D/FW area, TX

Freelance contractor providing voiceovers, specialty audio and multimedia content for various clients and built small business websites. Consulting on multi-media, studio and streaming media projects. Various part-time projects for Kodak Photo Labs, Target, ESRI and eMerge! Technologies. 2007 to Present

McGuire Productions/Wishbone Studios Muscle Shoals, AL

Creative Director, daily operations of the creative department, including jingle writing and production, lyric and music coordination with writers, clients and studio. Manage and develop special projects such as multimedia content and company websites. 2005 to 2007

Self-Employed Greater D/FW area, TX

Freelance contractor providing voiceovers, specialty audio and multimedia content for various clients and built small business websites. Consulting on multi-media, studio and streaming media projects. Various part-time projects for Kodak Photo Labs, Target, ESRI and eMerge! Technologies. 2002 – 2005

Scott Studios Inc, Dallas, TX

Director of Customer Support and Service including day-to-day operations and management of in house support reps and field installers. Worked in all aspects of employee training, development, customer issues and product problem resolution. Was directly responsible for managing call center and phone system, support and services under warranty and defining and managing special projects. 2001 – 2002 (Company now owned by Google.)

Tekniki Informatica / MCI WorldCom Richardson, TX

Sr. Engineer Level 10 for Advanced Communications Services (ACS) Operations Group (renamed WorldCast Studios). A project dedicated to streaming Audio/Video on the web for distance learning and communications. Responsible for architecture/design, build and manage multimedia studio. Designed and built portable/mobile studios (Studio-In-A-Box) Responsible for engineering and directing live and on-demand streaming video events. Documented operations procedures and event planning also assisted in marketing sales/support effort. 11/1999 – 12/31/01. (Company now owned by Verizon.)

Self Employed Greater D/FW area, TX

Contract Consultant and Engineer. Specialized in (Y2K) network projects, swapping non-compliant equipment for more recent systems including routers, switches, hubs, Microsoft Windows NT servers, etc. Project management including, small network projects - redesign, changes, LAN upgrades and WAN connectivity. 02/1999 - 11/1999

Radio Computing Services (RCS) White Plains, NY

IT Team Lead and Systems Engineering. Key lead in the re-engineering and rebuild of an entire client HQ system, including infrastructure and then moving its 18 HQ servers, and reestablishing connectivity at their new home in White Plains, all without incident. Duties included wide ranging network installations and support functions, executing moves and re-engineering plans, re-purposing and allocating new resources as they were deployed. Re-designed IP networks to improve functionality and to establish better firewalls. Worked on migrations and re-builds-in-place, process engineering control and user management. Level 2-3 Technical Support of client users. Managed small IT staff and coordinated project with consultants. 1998 – 1999 (Company now owned by Clear Channel Communications)

Micrografx, Inc. Richardson, TX

I worked for Micrografx for 8 years first in technical support, then globalization and localization and finally as Product Release Coordinator in the development division. 1990 – 1998

Development - Product Release Coordinator for Windows Draw release 4, 5 and 6. Duties included Maintaining and tracking Software Problem Reports (bug reports), Test Plans, maintain Version Control software and project development build server, supervising unit testing, building the program installer, preparing a Project Translation Kit and coordinating with the localization Team, working with Product Specialist to address globalization and localization concerns. Other responsibilities included building software masters, researching test tools, coordinating efforts between the development team, local Quality Assurance group, and a contract QA agency.

Localization - Localization Specialist and project lead, responsibilities were to ensure all components of an International product were completed successfully. These included maintaining status reports of project, delegate and manage decentralized tasks, coordinate efforts and schedules between Marketing, Computer Support Group, Publications, Quality Assurance and external subsidiaries. Other duties included preparing a translation kit, localize, rebuild, and re-link program and installer files, create and test master diskettes.

Technical Support – started as support rep and quickly moved up to the Technical Support Analyst. Responsibilities included acting as technical liaison between the Development, QA and Technical Support groups, on-site support and problem resolution for a department of 15 support reps. Main focus required testing, research and analysis and resolution of problems reported, tracking and logging tech support referrals and resolutions. Was responsible for administering the technical support network, conduct training classes, and other special projects.

Computer Support Services, Jackson, MS

Self-owned business servicing corporate accounts when owners of Software Solutions decided to close the Jackson, MS location. Duties included bottom line management, purchasing, sales, installation, training and on-going support. Sold business to competitor.

Software Solutions, Inc. Jackson, MS

Managed sales & technical staff for corporate and retail computer reseller. I was instrumental in turning around sales slump due to being dependent on one brand. Promoted from retail sales to Corp. Sales Manager, and finally Store Manager, over 30 months. 1986 - 1989

Other experience:

Twelve years in a variety of roles related to Commercial Radio including operations management, station programming, and studio design, voice-overs, audio and multimedia production work, on-air talent and promotional activities. Workload includes experience in both small market and mid-sized markets, covering various station formats. 1974 - 1986

Education

University of Southern Mississippi, Hattiesburg, MS

Jones County Technical School, Laurel, MS.

Jones County Junior College, Laurel, MS.

Mt Olive High School, Mt Olive, MS.

Franklin Covey Time Management

Project Management by Advanced Information Technologies

Systems Testing and Q. A. Techniques Seminar by Advanced Information Technologies

References available upon request.