

JACKSON D. BUSENBARK

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PROFESSIONAL EXPERIENCE

National Training Manager

July 2007-Present

CSDVRS, LLC, Austin, TX

- Charged with strategic and operational oversight of training programs, primarily in Sales/Outreach.
- Performed ongoing evaluations of training strategies and methodologies.
- Worked with various departments to formulate ongoing training strategies that maximize return.
- Worked with marketing department to promote knowledge of company's products & services.
- Contributed direct and indirect support for furtherance of sales growth strategies.

Executive Director

May 2006-June 2007

Minnesota North Star Academy, St. Paul, MN

- Charged with oversight of charter high school for deaf/hard of hearing students.
- Developed and implemented school's strategic plan with participation and approval of school Board.
- Inspired, directed and supported staff, volunteers and stakeholders of the school to advance its mission.
- Actively cultivated and pursued relationships/partnerships with other entities and agencies that furthered mission of school.
- Developed and implemented recruitment and public relations strategies leading to significant growth in pupils.
- Served as school's primary advocate and liaison with community and other external constituencies.
- Developed and operated school on basis of annual Board-approved budget with oversight of finance committee.
- Promoted from prior position of Consultant (position held February 2006-May 2006).

National Trainer/Director of Operations

July 2002-December 2005

Communication Service for the Deaf, St. Paul, MN

- Charged with managing nationwide operation of 17 Video Relay Service (VRS) call centers.
- Provided logistical support in construction and launch of VRS call centers.
- Developed and maintained VRS policies/procedures, training materials and curriculum.
- Coordinated and/or conducted training and re-training for over 400 sign language interpreters and trainers.
- Created and implemented cost-reduction strategies in training.
- Worked with VRS Customer Relations department to ensure adequate service delivery and improve overall customer satisfaction.
- Formulated recommendations for public policy changes in VRS services to Federal Communications Commission.
- For one fiscal year, charged with supervising and providing support to TRS outreach managers for 3 states (Alaska, Minnesota & South Dakota) to ensure customer satisfaction and contractual compliance.

Customer Support & Outreach Specialist

October 2001-June 2002

Communication Service for the Deaf, St. Paul, MN

- Performed marketing, outreach and training on emerging VRS service.
- Gathered customer feedback on VRS service.
- Provided logistical support in construction and launch of ground-breaking St. Paul VRS Center.
- Charged with outreach of Twin Cities metro area Emergency On-Call Interpreting Service.
- Solicited and analyzed feedback from deaf and interpreting communities to help shape program.
- Supported recruitment of interpreters to perform Emergency On-Call work.
- Coordinated training workshops for interpreters.

Research & Development Associate

October 2000-September 2001

Communication Service for the Deaf, Sioux Falls, SD

- Conducted research on areas throughout the United States needing human services for deaf, hard of hearing and deafblind individuals.
- Explored new and innovative business opportunities.
- Participated in strategic business planning in search of opportunities with potential revenue for the organization to fund human services division.
- Coordinated all audio/video and technical needs for presenters and booths at National Symposium on Childhood Deafness.

Computer Technical Writer

September 1999-September 2000

Communication Service for the Deaf, Sioux Falls, SD

- Created brochures, advertisements and literature about organization for publication in various media.
- Supported publication of CSD's bimonthly national newsletter.
- Charged with design, literature and publication of quarterly internal newsletter.
- Helped orchestrate department's campaign responding to organization's explosive growth.
- Acted as a representative at conventions and trade shows.

EDUCATION

University of Phoenix, St. Louis Park, MN
MBA in Business, 2007

Gallaudet University, Washington, D.C.
BA in Psychology, 1997
BS in Computer Information Systems, 1999
Honors: Dean's list

AWARDS AND SCHOLARSHIPS

Circle of Excellence, for overall excellence during fiscal year, Communication Service for the Deaf—2003
Wall Street Journal Graduate of the Year Award, for overall excellence in major area of study
(Computer Information Systems), Gallaudet University—1999

COMMUNITY SERVICE

President, Gallaudet University Alumni Association—Austin Chapter, Austin, TX, *December 2007-Present*
School Board Member, Minnesota North Star Academy, St. Paul, MN, *December 2003-June 2007*