

FRED NASH WESTBROOK

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Objective: A management position in the Office of Information Technology at Duke University, where I can continue to use my proven skills and abilities to plan, direct and support the audio and video services needs across the university.

HIGHLIGHTS OF QUALIFICATIONS

- Twenty four years of progressive experience directing and supporting audio, video and multimedia services, instructional technology and IT efforts at Emory University and Duke University.
- For the last two years, oversight of the daily delivery of Duke's OIT Media Streaming Hosting Service.
 - system set up, policy and procedure development
 - manage Helix and QuickTime Streaming servers, account creation, and live broadcasts
 - design and deliver current web based documentation including Best Practices
 - work closely with customers as needed to assure quality of service
 - respond, resolve or escalate all related problem reports
- Supervision of multiple IT and multimedia services staff responsible for instructional and information technology efforts, distance learning, media resource management, audio and video production and development, student labs, student use of custom applications, and major instructional facilities including the planning and development of video conferencing venues.
- Extensive experience and campus leadership in a broad range of audio and video technologies, both software and hardware, including IP teleconferencing, streaming, and data collaboration. Directed trials of products in real time collaboration tools, IP television and multicast at Duke University. Familiar and knowledgeable of standards and trends, including MPEG 4, H.323, H.264 and SIP.
- Years of experience dealing with network issues and conditions from dial-up, LAN, broadband and in recent years, Internet2.
- Creative direction of web design, presentations, public relations campaigns, distance learning programs and development of educational resources.
- Good research and knowledge management skills with a doctoral degree focused in the practice of communications and education. Taught graduate communication courses at Emory University, Candler School of Theology, 1985-1990, and the Rollins School of Public Health, 1997.
- Grants preparation and support at Emory University and Duke University for the purpose of building up the technical infrastructure to better support IT and the delivery of rich media services.

MANAGEMENT and LEADERSHIP SKILLS

- Hiring, training, scheduling and evaluating all media and information technology (IT) staff and coordinating contract work and vendors for the departments served.
- Extensive experience with Human Resources policies and procedures.
- Budget development and operational planning for information technology infrastructure and support for multiple facilities; responsible for selection of all equipment and software for purchase; oversight of 160 plus computer workstations, student labs and local networks.
- Strategic planning enterprise wide, successful funding, grants development and implementation.
- Project Manager: planning and implementing information and instructional technology including system wide upgrades, web projects and multimedia productions.
- Committee participation and leadership:
 - Duke University
 - Duke 'Video' Community coordinator, 'Video' list moderator 2003-
 - Duke Digital Initiative Team Member 2005-
 - Lectopia Pilot Lead

- Ad Hoc Video Conferencing Lead
- Podcasting Technical Support and Infrastructure Team Member
- Digital Audio and Video Search Tool Team Member
- Indigo_mp4 Working Group
- OIT Exploration: Video Conferencing, 2/2004
<http://www.duke.edu/~picke001/ITAC/VideoExploration.html>
- Information Technology Advisory Committee (ITAC), 2001-2003 representing the Duke University School of Nursing (DUSON)
- Co-chair, ITAC's Video Subcommittee, 2002-2003
Prepared final report: <http://www.duke.edu/~picke001/ITAC/ITACvideo.html>
- Chair, Faculty Information Technology Committee (DUSON), 2001-2003
- CIT Advisory Board, 2001-2003; Blackboard Advisory Group, 2002-2003
- School of Medicine, Curriculum Committee, Subcommittee on Educational Technology 2002-2003
- Emory University, Health Sciences Center
 - Health Science Center Library Steering Committee, 1991-1999
 - Chair, Library Core Support Group (Help Desk Function), 1995-1999
 - President's Commission on Lesbian/Gay/Bisexual Concerns 1996-1997
 - Institutional Review Board, School of Nursing, 1985-1995
 - Local coordinator, National Board of Medical Examiners CBT trial 1994-1997
- American Medical Informatics Association (AMIA), participant 1994-2003
 - Education Working Group
- American International Health Alliance (AIHA), participant 1994-

ACCOMPLISHMENTS

- Directed the rebuilding of the IT infrastructure, media development and related support and production service model for the Duke University School of Nursing.
- Developed successful departmental models for delivering multimedia services including on-call support and help desk in each of the departments directed.
- Proven expertise in audio and video production, in both analog and digital formats, including years of on air (Richmond's National Public Radio station) and remote music program recording for public and commercial radio (CBS Christmas programs), years of video production, much of it for health professional training utilizing hospital and medical television networks, and video production of learning resources including some of the largest selling video resources in theological education of the 1980's and 90's.
- Founder, Co-director Emory's Media Cooperative (1984-1995), which enabled the university to bring all its resources from nine university media departments to address University wide video needs and major media initiatives.
- Management and direction of special projects including iLecture, 2005 (now Lectopia), Breeze and Marratech Trials, 2003-04, ITAC Video Subcommittee Co-chair, 2002-03, redesign of School of Nursing website, 2002, video curriculum *Striving for Fullness of Life*, for the Carter Center of Emory University and Wheatridge Foundation, 1991, to name a few.
- Producer, *Setting Community Public Health Priorities* (1999) Public Health Training Network, Centers for Disease Control and Prevention, Atlanta, GA. Helped to prepare grant funding beginning in 1996. This program is a computer based simulation for public health officers to determine the community public health priorities in a fictional county, USA, still in use today. <http://www.phppo.cdc.gov/PHTN/catalog/cb3052.asp>.
- Course instructor, *Distance Learning in Public Health*, School of Public Health (1997), Emory University, distance learning presentations at CDC cosponsored events including the Georgia Federation of Health Educators and the Fifth Conference of Distance Learning in Public Health, 1997.
- As US Technical Director, designed, secured funding and implemented the USAID sponsored National Learning Center of Georgia; reported on its success at the Spring 1997 AMIA meeting.

EMPLOYMENT HISTORY

Video Consultant, Office of Web and Video Services

OIT, Duke University, 2003 – present

Coordinator, Center for Instructional Technology and Distance Learning

SCHOOL OF NURSING, Duke University, 2001 – 2003

Consultant/Producer

dba INFORM CONSULTING 2000

Presbyterian Campus Minister at Emory University

PRESBYTERIAN CHURCH USA, Atlanta, GA, part time, 1992 – December 1999

Head, Media Services and Systems, Health Sciences Center Library

SCHOOL OF MEDICINE, Emory University, Atlanta, GA, 1991 – November 1999

Instructor, *Distance Learning in Health Education*

ROLLINS SCHOOL OF PUBLIC HEALTH, Emory University, Atlanta, GA, Spring 1997

Producer, *Striving for Fullness of Life*, 5 Part Video Curriculum on Health and Faith

CARTER CENTER of Emory University and the WHEATRIDGE FOUNDATION, 1990 – 1991

Director, Media Program; Instructor, *Media Communications and the Church*

CANDLER SCHOOL OF THEOLOGY, Emory University, Atlanta, GA, 1984 – 1990

Director, Media Services

SCHOOL OF NURSING, Emory University, Atlanta, GA, 1982 – 1984

Public Radio Announcer, WRFK

NATIONAL PUBLIC RADIO, Richmond, VA, part time, 1979 – 1981

Media Intern, Department of Media Services

UNION THEOLOGICAL SEMINARY, Richmond, VA, part time, 1979 – 1981

EDUCATION

BFA, Painting and Art History - UNIVERSITY OF MEMPHIS, 1978

D.Min. Internship, Office of Communications, Presbyterian Church US, 1981-1982

D.Min., Communications and Education - UNION THEOLOGICAL SEMINARY AND

PRESBYTERIAN SCHOOL OF CHRISTIAN EDUCATION, 1984

RECENT CONTINUING EDUCATION

Internet2 Commons Site Coordinator training, 2005

ViDe/SURA Seventh Annual Digital Video Conference, Atlanta, GA 2005

CIT Showcase, Duke University, 2005

A&SIST Forum, Duke University, 2004

REFERENCES

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Addendum 1: TECHNOLOGY KNOWLEDGE and SKILLS

Type	Level of Expertise	Years
Mac OSX and predecessors	Advanced to Expert	19 years
Windows OS and predecessors	Advanced	20 years
Telnet, FTP, HTTP	Advanced	10 years
gopher, World Wide Web	Advanced	10 years
RTSP, RTP	Intermediate to Advanced	5 years
Web browsers (Mosaic, Netscape, IE, Safari, Firefox)	Advanced to Expert	2-10 years
AppleTalk, Ethernet, LAN, DSL, Broadband	Intermediate to Advanced	4-15 years
PSTN, ISDN, IPv4, IPv6	Intermediate to Advanced	3-24 years
GIF, JPEG, PICT	Advanced	12 years
MPEG-1 and MP3, MPEG -2	Advanced	7 years
MPEG 4	Advanced	4 years
H.264/MPEG-4 Part 10 (AVC)	Intermediate to Advanced	2 years
H.320	Advanced	7 years
H.323	Advanced	4 years
SIP	Intermediate	2 years
Productivity applications (Word, Excel, PowerPoint, etc)	Advanced	20 years
Acrobat, Flash Paper	Expert	2-6 years
Pine, Lotus Notes, Web Mail	Advanced to Expert	5-14 years
Fugu, SSH Secure Shell, Ace FTP, other	Advanced	8 years
In Design, Pagemaker, other	Advanced	12 plus years
FreeHand, Illustrator, Photoshop, Image Ready	Intermediate to Advanced	2-9 years
Database (DBase, Fox Pro, Access, Lotus, Filemaker Pro, MySQL, Oracle)	Familiar to Intermediate	2-9 years
iTunes, iChat, iPhoto, Mail	Advanced to Expert	4 years
Flash, Fireworks, Director, Authorware, Captivate	Intermediate	2-7 years
Final Draft	Intermediate	2 years
Dreamweaver, Go Live, Homesite, HTML	Intermediate to Advanced	9 years
Contribute	Advanced	3 years
QuickTime Streaming Server, QuickTime Pro, Player	Advanced to Expert	3-7 years
Helix Universal Server, Helix Encoder, Helix Editor, Real Player	Advanced to Expert	7 years
Sawmill, AW Stats	Intermediate to Advanced	3 years
Cleaner, compression tools	Advanced	2 years
iMovie, Final Cut Pro, iDVD, GarageBand	Intermediate to Advanced	2-4 years
Media 100, Video Toaster	Advanced	5 years
Audacity	Expert	3 years
Unix Command Line	Intermediate	8 years
Remote Access tools (Chicken of the VNC, other)	Advanced	2 years
Action Request System (Remedy)	Advanced	4 years
Blackboard, LMS systems	Advanced	6 years
Windows 2000 Server, Apple X-Serve, Solaris, UNIX	Familiar to Intermediate	3-9 years
Video Conferencing tools (Tandberg 6000, Vigo, Polycom View Station, Via Video, ohphoneX)	Advanced	7 years
Breeze, Marratech	Advanced	2 years
Lectopia applications and system	Advanced to Expert	1 year
Network cameras, web cams	Advanced to Expert	3 years
DV Video Cameras, analog prior	Expert	17 years
Digital photo and 35 mm cameras	Expert	4-30 years
Podcasting, Streaming and IP television	Advanced	2-6 years
Technical Project Management.	Advanced	9 years

(Number of years experience may have a range from newer technology to older).