

CRAIG R. CIGARD
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February, 2009 - Present

Prairie Winds Enterprises, LLC, 826 E 1650 Rd, Baldwin City, KS 66006

President

Provided computer system services, website development, content hosting, digital video services and content delivery network services. Performed computer system performance tuning and total system re-furbishing services. Provide digital video security systems.

November 7, 2004 – December 15, 2008

Kustom Signals, Inc., 9325 Pflumm, Lenexa, KS 66215

Product Manager – Back Office Video Systems

Technical marketing position with responsibility for back office and data transfer products for video in law enforcement vehicles. New products introduced include the KustomNet Back Office Solution (partnership with Insight Video Net using their CMS product), DEMM Playback Server and the DELL Product Line Re-Definition. Provided 3rd level support specializing in database trouble resolution. **Back Office Solutions Manager** – Installed over 40 back office systems for law enforcement agencies throughout the United States including numerous 6TB-18TB server systems. Supported sales representatives by providing technical product research, participating in sales calls, customer presentations, and public speaking. Began the Field Application Engineering group. As a Consultant, wrote Kustom's Data Communication's Architecture strategic design plan.

July 25, 2002 – November 7, 2004

Craig Cigard Consulting, 8415 Swarner, Lenexa, KS 66219

President

The primary focus was to provide professional video services to the new emerging market of videographers, directors and others needing digital video expertise and knowledge, personal hands-on assistance, computing power and services. Helped create, host and distribute content. Created video-enabled websites such as the website created for bands to host their demo videos. Provided network design, network implementation and computer connectivity consulting services for wired or wireless networks. Built many custom, video creation capable personal computers.

December 10, 2001 – July 25, 2002

Sprint, 7101 Metcalf, Overland Park, KS 66210

Technology Specialist II

Network Services, Services & Systems Design, specialist in video delivery architectures - worked on Video Telephony and IPTV. Global Markets Group – Sprint Business Voice Browser provides the capability to create intelligent, customizable voice activated services for Voice Service Providers. Managed a Network Application Programmers Interface project.

July 1998 – December 10, 2001

Sprint, 9300 Metcalf, Overland Park, KS 66212

Technology Specialist II

In Technology Planning & Integration, Strategic Architecture, specialist in video delivery architectures. Wrote Sprint's Strategic Video Service Architecture for a carrier-based Broadcast, Stored Video and Interactive Video (Conferencing) platforms. Was the primary technical consultant for Sprint's Video Summits. Worked with many video delivery companies on streaming, VOD, live broadcast, MPEG1/2/4 and wireless video services. Created and coordinated Sprint's Appliance Connectivity Forum (software, protocols & methods, focus on in-building/home connectivity). Participated in ION over MMDS development, IEEE 802.16 Broadband Wireless Access and various Wireless LAN connectivity technologies. **Manager Configuration Control, Principal Network Design Engineer** – BBOSD (JCS2000) Created the Configuration Control Department (promoted three, hired contractors & full time employees, staff in KC & SF) and software monitoring systems for the Broadband Operating System Development group – voice over ATM using general purpose compute platforms. Performed enterprise-wide nightly polls of all lab & site systems (Sun, DEC, Tandem, Tellabs, Cisco), comparison reports, spot system audits, Palm Pilot applications, Linux and Oracle web-enabled database initiatives. Create test plans for testing components of the JCS2000 system (SME for the Cisco BPX 8620 and responsible for other systems).

October 1996 – July 1998

Sprint PCS, 4900 Main, Kansas City, MO 64112

Manager, Data Communications

In Research & Development Department, Assist R&D managers as a consultant with CDMA wireless data technical questions. Attend business meetings with R&D managers and assist with managing various special projects as needed. Assist in the strategic and tactical development of CDMA wireless data gateways into other communications networks (LEO, MEO and GEO satellite data systems) and enhanced "Smart Pipe" services. Participate in the Wireless Data Product Launch Team for development of Circuit Switched Data, IWF RFP response evaluations, Packet Data Services, Mobile Originated Short Message Service and development of High Speed Data Service by attending strategic and tactical implementation meetings. Technical manager for the development of a CDMA Modem, Bellcore CDMA Wireless Data Communications Study and Unlicensed National Information Infrastructure Study. Created industry overview and report detailing how the data industry currently uses communications and how they may migrate to CDMA wireless data communications.

August 1991 – October 1996

Sprint Incorporated, 8320 Ward Parkway, Kansas City, MO 64111

Principal Network Engineer, Senior Network Technical Engineer

In Strategic Architecture, responsible for the strategic planning of the Operator Services platform within the Enhanced Platform Services department including management reporting and justification of capacity growth. Create tactical and long range system plans to support recommendations to executive management regarding future technical needs. Work with all departments from marketing and operations to field technicians. Other projects include traffic and service rollout analysis for the Network Application Vehicle. Served as the technical representative for all EPS platforms - Operator Services, CSG Customer Service, Sprint conference Line and Telecommunications Relay Service. In Network Product Planning department created Network Product Implementation Plans that are used by the Network staff and all Long Distance Division Network departments. Wrote Detailed Requirements Statements (for product business case) and was the technical project implementation manager for numerous products. Major products include **SprintLink**, DRUMS, Managed Network Services, SprintView Manager, **TranXact** and Inside Wire. Responsible for managing Network Product Planning department Apple server. Technically competent with Macintosh, IBM Personal Computer systems, MS-Word, MS-Excel, MS-Project, MacDraw, Canvas and many other software packages.

January 1991 -- August 1991

Letter Perfect Communications, PO Box 15316, Lenexa, KS 66215-5316

Vice President

Provided data communications consulting services for hardware and software products. Major projects include creating a Network Symbols Library product (including professional reference manual and documentation) for DRAFIX Windows CAD and a White Paper on future networking strategies for ORE-IDA Foods (under contract for Data General).

July 1983 -- January 1991

Data General Corporation, 6950 Squibb Rd., Ste. 400, Mission, KS 66202

Network Consultant, Systems Engineering Specialist, Systems Engineer

Provided sales support and consulting services for data communications products, hardware products and operating systems. Provided technically complex, multi-vendor, high-speed data networking hardware solutions (which involved statistical multiplexors, bridges, fiber optics, 10Mbps Twisted Pair, etc.) and consulting for customers. Supported sales representatives by providing technical product research, participating in sales calls, customer presentations, and public speaking. Installed software, and provided general communications consulting. Worked in the Kansas City Branch Sales Office, the Regional Sales Office (7 states), the Area Consulting Services Group (10 states) and the Corporate Network Consulting Group - CustomNet™ (15 states) with special emphasis on PC Local Area Networking. Major projects include installation of a Fiber Optic network for St. Joseph Health Center, a UTP/Thin Ethernet network for the US Army Corps of Engineers (300 PCs), writing an SNA interface to the Office Automation software for the State of Kansas, an automatic Help Desk package for Westinghouse, and numerous (30+) system performance analyses and communications consulting activities. Installed computer systems for the US Forest Service ranger stations. Regional Systems Engineer of the Quarter—1984 & 1985, SE Symposium 1985. Computer Systems: Entire product line of 32-bit mini-computers and peripherals and third party network components.

May 1978 -- July 1983

UNINET/United Telecom, Inc., 2525 Washington, Kansas City, MO 64111

Systems Supervisor, Systems Specialist, Systems Analyst

Maintained and enhanced in-house developed operating systems for MODCOMP mini-computers. In the Time-sharing Network Development Department, directed the efforts of Systems Specialists and Analysts on an X.25

Network Interface Processor, which involved the design, coding, debugging, and implementation of a high-speed packet assembler/disassembler machine. Consulting analyst on MICOM developed X.25 PAD. In Quality Assurance, wrote and enhanced X.25 certification programs and performed vendor X.25 certifications. In the Remote Batch Network Development Department, major projects were the re-write of the dump memory routines used for analysis of remote computer failures and creation of new software for user log-on procedures (with auto baud rate detect). Provided customer support of CDC UT-200, IBM 2780/3780, and HASP II protocols for remote batch workstations. Computer Systems: MODCOMP 8450, MODCOMP IV, MODCOMP II, Radio Shack Mod II, Heathkit.

January 1977 -- May 1978

Kansas City Bank and Trust, 1801 Main St., Kansas City, MO 64108

Systems Analyst

Created and enhance banking software application for NCR mini-computers. NEAT/3 Language

December 1975 -- January 1977

Computation Center, University of Kansas, Lawrence, KS 66045

State Civil Service Computer Operator

January 1975 -- December 1975

Douglas County State Bank, 9th and Kentucky St., Lawrence, KS 66044

Computer Operator

September 1970 -- December 1974

Toy National Bank, 6th and Nebraska St., Sioux City, Iowa 51102

Operations Supervisor, Computer Operator

EDUCATION

- University of Kansas, Computer Science - incomplete degree
- University of South Dakota, Accounting - incomplete degree
- Graduate (2004) Kauffman FastTrac New Ventures Program
- Johnson County Community College:
 - PHP & MySQL for Dynamic Web Sites

HOBBIES/COMMUNITY

- Website development - CoffeeCup Visual Site Designer, MS FrontPage and Alpha Five
- Video editing - Corel VideoStudio Pro and PaintShop Photo Pro
- Video marketing using Camtasia Studio
- Wireless connectivity
- Graduate Lenexa, KS Citizen's Police Academy in 1993 (1st Class)
- Graduate Roeland Park, KS Reserve Officer Police Academy 1997
- Officer Johnson County Park Police 1996-1998 (bike patrol)
- NRA & USPSA Life Member
- Kansas CCHL

Military

- Honorable Discharge US Army Reserves 1971-1978 (Sgt E-5), Payroll Specialist (Battalion Paymaster)

REFERENCES

Bert Benton (former President Kustom Signals), Vice President, SOR Inc, Lenexa, KS (913) 991-7643

Todd Bledsoe, Detective, Leavenworth, KS, (913) 240-1619

Jeff or Kim Wolff, Owners Wolff Auto, (785) 542-5152

Mark Furrow, District Manager, Kustom Signals, Columbus, OH (234) 380-4090

Tim Staes or Dan Hinesley - Programmers, Kustom Signals, Inc. 800-458-7866