

Lisa Tomyl

From: Mike Gowing [mikeg.acton@gmail.com]
Sent: Thursday, July 03, 2014 2:29 PM
To: Lisa Tomyl
Cc: Steve Ledoux; Charlie Aaronson; Oleg Volinsky
Subject: Rich Logan application for Cable Advisory committee appointment

Please place Rich Logan on the consent agenda for July 14th. I have interviewed him for the Cable Advisory board and he is a good fit.

MG
email 5/27

The Acton Volunteer Coordinating Committee met April 28, 2014 and interviewed Richard Logan for an opening on the Cable Advisory Committee. Has attended Communications School and works for TV companies with on screen products for television and DVR automated recordings. He is very well experienced in his field and would be a great asset for this committee. There is no conflict of interest and is available to attend meetings.

We recommended him for further consideration for the Cable Advisory Committee.

Jean Lane, VCC



VOLUNTEER COORDINATING COMMITTEE

VOLUNTEER APPLICATION

TOWN HALL
472 MAIN STREET
ACTON, MA 01720

TELEPHONE (978) 929-6611
FAX (978) 929-6350
EMAIL VCC@ACTON-MA.GOV

Sent via
E-m 4/15

Residents interested in serving on a Town Board, Committee or Commission are requested to complete this form and send it to the Office of the Town Manager at Town Hall.

(Please print or type)

Date: 4-10-2014

Title <u>Mr.</u> Mrs. Ms. Dr.	First Name <u>RICHARD</u>	Last Name <u>LOGAN</u>
Street Address <u>4 GUSWOOD RD</u>		
Phone Number(s) <u>978 264 2929</u>	Email Address <u>SL94@VERIZON.NET</u>	

Please indicate below, in order of preference, the Board, Committee or Commission that is of interest to you: CABLE ADVISORY COMMITTEE

Have you previously been a member of a Board, Committee or Commission (either in Acton or elsewhere)? If so, please list the Board name and your approximate dates of service: NO

Do you have any time restrictions? WORK 9-5

Are you a United States Citizen? Yes Are you a Documented Resident Alien of Acton? _____

How long have you lived in Acton? 18 YRS In Massachusetts? 58 YRS

Present occupation and employer (Optional: attach resume): SR ACCT SUPPORT Rep Rovi Corp

Do you or your employer have any current or potential business relationship with the Town of Acton that could create a conflict of interest? NO

Education and special training: PLEASE SEE RESUME.

Please list below any additional information or comments that may help in the matching of your interests with the most appropriate Board/Committee, such as civic experience, special interests/hobbies, etc.: _____

Richard A. Logan

4 Guswood Road
Acton, MA. 01720

978-264-2929 h
978-495-0576 c
SL94@verizon.net

Service Professional

- Associates Degree Electronics
- PC HW & SW Experience
- Troubleshooting Experience
- Extensive Technical Knowledge
- Call Center Experience
- Customer Service Professional

Professional Experience

Rovi (TV Guide) - Bedford, MA

2006 - Present

Technical Support Engineer supporting TV Guide On-Screen products for Television and DVR automated recording recording. Supported customers in configuring audio/video products to work with CATV and OTA broadcasts. Dealing with CATV providers and television stations in support of customers with VBI and OTA issues. Database Support for Rovi Tv, Music, Movie database.

Ezenia - Nashua, NH

2006

Customer Service Planning responsible for service input to the engineering software defect database. Researched product problems to determine if a defect report was needed and assisted engineering in determining severity classification of defects based on impact to customers. Created technical bulletins based on product defects and resolutions.

SMS - Hudson, MA

2005 - 2006

Sales Analyst responsible for service pricing and customer quotations for a \$25M third party service provider. Competitive and profitable support pricing and quoting for multiple product lines including Sun, HP, Compaq, and Dell.

Akibia - Westborough, MA

2001 - 2004

Customer Service Product Manager responsible for support readiness for a \$75M third party service provider. Competitive and profitable support pricing, quoting and sales training for multiple product lines including Sun, HP, Compaq, Dell, Solaris and Linux.

Ezenia / VideoServer - Burlington, MA

1999 - 2001

Manager, Worldwide Customer Service Managed customer relationships, engineering escalations, service offerings, and custom products.

Customer Service Product Manager New Product planning for ISDN and IP based videoconferencing servers. Responsible for service offerings. Ensured the service readiness of Training, Logistics and Technical Support on all new products.

PictureTel – Andover, Ma.

1994 – 1999

Enterprise Services Business Manager for Room System Videoconferencing Product line and Third party products. P&L responsibility for \$25mm service business. Reduced costs on product installations and maintenance calls by 20% by leading Quality Improvement teams in order to determine the root causes of high costs, utilizing the TQM Seven Step Method.

Customer Service Product Manager for Room System and Desktop Videoconferencing Product line's. Responsible for service readiness of Training, Logistics and Technical Support on all new products as well as product P&L.

Technical Support Engineer for Desktop Videoconferencing line. Product knowledge of IMUX's, Room System and Desktop Videoconferencing products. Experience with LAN/WAN, ISDN, Windows 95, Windows NT and PC repair.

Blue Cross/Blue Shield - Framingham, MA.

1994

Contract Software Support Engineer for STATLINK Medical billing software. Supported hospitals and medical practices in the use of the PC based billing program. Resolved PC and software issues as well as medical billing issues.

Proteon - Westborough, MA.

1992 – 1993

Service Program Manager for Router product line. Instituted formal product life cycle process for customer service. Implemented Field Change Order process. Service channel readiness on multi-protocol router product line. Instituted video maintenance and installation training on router products for channel partners.

Prime Computer - Natick, MA.

1979 – 1992

13 years experience in various positions. **Customer Service Product Planning Manager, Service Marketing Analyst.** Responsible for New Product planning, maintenance pricing and service P&L in a \$500mm service business. **Senior Field Engineer, Senior Technical Support Engineer and Technical Support Manager** for minicomputer hardware, software and peripherals.

Education

Bachelor of Science in Business Administration
Nichols College, Dudley, MA

Associate of Science in Electronics
Graham Junior College, Boston, MA

Training

Ascend VSX IMUX Maintenance
PictureTel CVE - Certified Videoconferencing Engineer
Microsoft Windows NT Core Technologies, NT Workstation and Server



TOWN OF ACTON
472 Main Street
Acton, Massachusetts, 01720
Telephone (978) 929-6640
Fax (978) 929-6430

Recreation Department

MEMO

DATE: July 8, 2014
TO: Steve Ledoux, Town Manager
FROM: Maura Haberman
RE: Donation Acceptance: Selectmen's Concert-Radius Ensemble \$2,500

For your acceptance, a donated concert has been received and valued in the amount of \$2,500 to fund the performer's fee for the annual Selectmen's Concert. This performance was open to the public and featured Radius Ensemble. This donation was made by Ms. Bettina Norton, Quarry Road, Acton, MA, 01720. Ms. Norton wishes her donation to remain anonymous.

Thank you.

*To be stamped
Approved +
sent back to Rec.*