

Bio: Cascade Communications - Bridging Communities with Cutting-Edge Connectivity

In 1954, the entrepreneurial spirit of the Cascade Commercial Club, a collective of visionary businessmen, ignited a transformative journey in the small town of Cascade. Recognizing the importance of reliable telephone services for their community, the Commercial Club convened numerous meetings to deliberate on the matter. Determined to elevate communication standards, they established the Ad Hoc Telephone Service committee tasked with researching viable solutions. After careful evaluation, the committee arrived at a unanimous decision - the most effective way to enhance service was to acquire the telephone system and implement their own improvements.

During the fall of that pivotal year, the Cascade Commercial Club took a bold step forward, purchasing the telephone company and laying the foundation for what would later become known as Cascade Communications Company. Guided by a seven-member Board of Directors, the company's leaders have always remained dedicated to upholding the unparalleled quality of service and products that customers have come to expect.

Throughout the decades, Cascade Communications has evolved in tandem with technological advancements, consistently striving to provide the latest innovations to its customers. In 2000, the company introduced DSL services, opening the doors to Broadband internet access for the community. In 2002, the company moved to a new location, just across the street from its original building that had served as its home for over 48 years.

Celebrating its 50th anniversary in 2004, Cascade Communications commemorated half a century of providing essential communication services to the local area. The company's commitment to excellence has remained unwavering, continuing to meet the needs of the community and beyond.

A defining moment in Cascade Communications' history arrived in 2009 when the company initiated the ambitious project of building a "Fiber To The Home" (FTTH) network. This cutting-edge fiber-optic technology brought unprecedented, exclusive benefits to the residents and businesses of Cascade. By providing incredible speed, crystal-clear connections, and an array of services over a single connection, FTTH revolutionized the communication landscape in the region.

In 2017, Cascade Communications achieved a momentous milestone, completing the expansion of its Fiber Network to cover all customers in Cascade and Otter Creek. The transition from traditional copper wires to FTTH was a game-changer, positioning the company as a technology leader in the area and offering maximum speed and reliability to its users.

Not resting on its laurels, Cascade Communications remained committed to progress. In 2023, inspired by the needs of another community, Monticello, for consistent and reliable internet, Cascade Communications made a conscious decision to further expand its reach. By bringing fiber optics to the entire town of Monticello, the company will continue its mission to bridge communities with top-of-the-line connectivity solutions.

Since its founding, Cascade Communications has upheld its commitment to delivering local, high-quality services and products that exceed the expectations of its valued customers. As a trailblazer in deploying fiber broadband since 2009, the company has continuously extended its reach to benefit rural areas of Iowa, ensuring consistent and reliable communication services for all.

At Cascade Communications, the vision is clear - to be the trusted local provider of affordable, high-quality communication services, connecting rural communities and surrounding areas with state-of-the-art technology. This commitment enables people to stay connected and thrive in today's digital world.

Driven by a forward-looking mission, Cascade Communications leads the way in telecommunications by offering state-of-the-art products and services to its customers. The company places exceptional local customer service at the forefront of its operations, continually delivering value to shareholders through continuous innovation and improvement. Utilizing its robust fiber optic network, Cascade Communications strives to be the technology leader in its community, providing enhanced connectivity not only to its customers but also to neighboring communities, meeting their ever-growing connectivity needs, and fostering progress in the digital era.

CHRIS SUMMERALL

24534 245th Street | Cascade, Iowa 52033 | T: 563-581-6120 | summerall1295@gmail.com

OPERATIONS LEADERSHIP | BUILDING & LEADING STRONG TEAMS | PROJECT MANAGEMENT | PROGRAM MANAGEMENT

- Results-driven building and leading effective operations in high-visibility, time-critical environments.
- Dedicated to project value and quality management, connecting the customer experience to every project.
- Communicator who leverages passion and an unwavering commitment to excellence to build, launch, and lead high-performing teams, consistently producing positive results.

SUMMARY SKILLS

Seasoned Operations Leadership
Experienced in Project & Program Management
Driving Improvements in Client Service
Leading Performance Management Strategies

Applying Policies and Best Practices
Strengthening Key Internal/External Relationships
Continuous Process Improvement
Builds and Leads Strong Teams

General Manager

Cascade Communications Company

September 2020 - Present

Collaboratively lead the organization, employing excellent communication skills to identify and pursue new and innovative broadband/telecom business opportunities for consideration by the Board.

Provide strategic direction and oversight to the company, coordinating efforts across various departments such as financial/accounting, customer service, marketing, field, and technical services. Implement policies and practices to enhance overall business performance.

Develop comprehensive strategic plans by analyzing technological and financial opportunities, presenting assumptions, and recommending objectives to ensure sustainable growth and success.

Set clear objectives, establish plans and budgets, and measure results to accomplish goals effectively. Allocate resources appropriately and review progress, making necessary adjustments as needed.

Demonstrate thoughtful leadership and confident decision-making skills to empower and develop employees, fostering a proactive and productive work environment while maintaining fiscal responsibility.

Chief Operations Officer

Copper Valley Telecom

May 2020 – September 2020

Maintain operational compliance with all State/Federal agencies, OSHA, FAA, FCC.

Ensure ongoing and efficient company operations by overseeing the development of all IT, Plant, Engineering, and Wireless operations and all customer experience departments-(55+ employees)

Formulate operating plans that improve safety, financial performance, effective planning, organization continuity, and ongoing market-awareness. Evaluate and advise on the impact of long-range company strategy.

Develop operating budgets, manage forecasts, and manage ongoing reporting against budget and fiscal objectives.

Operate and maintain network facilities and infrastructure within the service territory.

Reduce operational costs through economic analysis and implementation of fiber, point-to-point microwave technologies, capacity management, and long-haul fiber/microwave systems.

Manage tower network and fiber infrastructure deployment in rural and remote communities and migration of enterprise business, residential, and hosted customers from copper to fiber.

Regularly work with the CEO and an eight-member board to maximize efficiencies and provide enhanced services for CVTC members and customers.

Actively pursue high-cost subsidies and business partnerships to improve communities served.

Chris Summerall**Exchange Manager****Arctic Slope Telephone Association****March 2018 – May 2020**

Managed, coordinated, and supervised all daily functions and operations in the Deadhorse and Barrow areas, covering 90,000 square miles, which included: Cellular/Wireless construction and maintenance, outside plant construction and maintenance, station installation and maintenance, central office construction and maintenance, building and vehicle maintenance, along with commercial operations.

Oversaw the FTTX builds and conversions from copper to fiber

Actively pursued high-cost subsidies, USF, USDA Rural Broadband, and business partnerships to improve communities served.

Provided system design and engineering support for network and facility upgrades.

Served as a liaison with the Board of Directors from villages served by ASTAC.

Developed appropriate policies and procedures to ensure efficient operations and consistency in work functions.

Was responsible for compliance with Federal Aviation and Federal Communications Committee communication tower regulations.

Consistently displayed an upbeat attitude projecting a positive image of ASTAC, its management, and staff

Analyzed, developed, and implemented preventative maintenance procedures to ensure network reliability goal of 99.95% and minimize customer-impacting outages.

Regional Operations Supervisor**CenturyLink****June 2016 – March 2018**

Managed outside plant employees for the county of Citrus and provided quality residential and business communications services on a profitable basis while adhering to company policies, procedures, and directives. Developed and maintained an aggressive, knowledgeable, customer-focused team that met/exceeded set forth goals, promoted and sold CenturyLink products and services while providing a service experience that exceeded the customer's expectations.

Direct the installation, repair, and maintenance of single and multi-line systems, residential service, and outside plant activities within a specified geographic area, including typical and advanced communications services such as high-speed internet and IPTV (PRISM) required to provide customer service.

Select competent staff in accordance with legal, Corporate, and department hiring guidelines. Develop an effective staff by motivating, training, and evaluating employees.

Coordinate proper completion of service orders by their due date, handle customer complaints and repairs and service outages, and major cable damage notifications.

Plant Superintendent**Copper Valley Telecom****August 2014 – June 2016**

Managed OSP engineering and OSP construction employees in specific service areas and provided quality residential and business communications services while adhering to company policies, procedures, and directives.

Developed and maintained an aggressive, knowledgeable, customer-focused team that promoted products and services while providing a service experience that exceeded the customer's expectations.

Responsible for managing and creating yearly budgets while maintaining a 5-year budget plan.

Area Plant Supervisor**CenturyLink****March 2012 – August 2014**

Managed outside plant employees in specific service areas and provided quality residential and business communications services on a profitable basis while adhering to company policies, procedures, and directives.

Oversaw the engineering, construction, and installation of an overbuild of 10k+ FTTX homes. Was also responsible for training Techs on FTTX installations, engineered road crossings for fiber, chose materials and equipment that were compatible, and ordering those materials. I completed all these functions while still performing my role as an Area Plant Supervisor over 19 outside plant technicians, including 5 contactors.

Chris Summerall

Ensured that all company equipment was inspected and routinely maintained according to established specifications to minimize equipment failures and out-of-service reports.

Contributed to a positive Company image within the communities served by ensuring that prompt, courteous service was given to customers and acted as the Company's representative within the community.

Monitored workload and managed work schedules to ensure labor efficiency and meet service demands (i.e., overtime, weekends, evening work, etc.).

Customer Service Tech II**CenturyLink****February 2005 – March 2012**

Lead Technician and Trainer

FTTX install and repair, PRISM TV installation and repair, ISDN installation and repair, DSL installation and repair, single and multi-line phone installation and repair, and complex cable troubleshooting and repair. Able to read, comprehend, and correct information on service orders and engineered construction prints.

Responsible for installing, repairing, and testing all aerial and buried cables, including noise mitigation and PI.

Customer Service Tech**CenturyLink (Contractor VOLT and Outsource)****August 2000 – February 2005**

Completed work related to Technician I & II responsibilities for Sprint/CenturyLink. This included installation and repair of voice and data services, including complex cable repairs.

I was the instructor for ladder training for the data technicians. I led the training of basic Installation and Repair responsibilities for newly hired technicians.

Worked as a payphone technician and was responsible for payphone installation, repair, and collection.

Acted as Area Manager overseeing 30 or more technicians and their performance. I handled all manager responsibilities, including timesheets and other management duties related to the team's daily task performance.

EDUCATION

Certification in Telecommunications Program – CHIPOLA COLLEGE

PROFESSIONAL CERTIFICATIONS

Credential of Readiness (CORE)- Business Analytics | Economics For Managers | Financial Accounting – HARVARD BUSINESS SCHOOL

Leadership Effectiveness – DALE CARNEGIE

Certified Telecommunications Network Specialist – TERACOM TELECOMMUNICATIONS SPECIALIST

Business Acumen Certification – BAI (BUSINESS ACUMEN INSTITUTE)

Exercising Leadership: Foundational Principles – HARVARD-X

Contract Law: From Trust to Promise – HARVARD-X

PMP® Certification: Project Management Basics – FRED PRYOR

Successful Project Management – FRED PRYOR

Leadership Essentials – CENTURYLINK LEADERSHIP PROGRAM

The Leadership Experience – CENTURYLINK LEADERSHIP PROGRAM

TR-FOF Fiber Optic Fundamentals – THE FIBER OPTIC SCHOOL

Wireless Communication Fundamentals and LTE Bootcamp – CELPLAN

FTTx OSP Design – LIGHT BRIGADE

**** Many more certificates upon request****

WWW.LINKEDIN.COM/IN/CHRIS-SUMMERALL-9B66B867

Ben McDermott

Address: 1002 2nd Ave SE, Cascade, IA 52033

Phone: 319-821-0075

Email: ben.mcdermott@email.com

Objective:

Highly skilled and experienced in the field of telecommunications. With expertise in installing, maintaining, and troubleshooting both copper and fiber optic cables for inside and outside plant applications, I am equipped to contribute to the growth and success of a dynamic organization. My proficiency in project management, team leadership, and telecom space design ensures the seamless execution of projects, while my keen attention to detail and organizational skills streamline material procurement and equipment testing. Adept at utilizing my strong industrial maintenance background and problem-solving abilities, I am dedicated to delivering exceptional customer service and maintaining high levels of customer satisfaction. My objective is to utilize my diverse skill set and commitment to excellence to excel in a challenging telecommunications role and drive innovation and success within the industry.

Education:**Kirkwood Community College, Cedar Rapids, Iowa**

Telecommunications Program, 2003-2005

During my time at Kirkwood Community College, I immersed myself in the Telecommunications program, gaining comprehensive knowledge of various communication systems and technologies. The coursework provided a solid foundation in Industrial Maintenance & Electronic Math, Solid State Devices, Structured Cabling, Telephony Circuits I, Advanced Electrical Circuits, Digital Circuits, Introduction to Telecommunications, and Fiber Optics. This education has equipped me with the expertise needed to excel in the telecommunications industry.

Cascade High School, Cascade, Iowa

Graduated in 2001

My high school education provided a strong academic background and cultivated a strong work ethic, which has remained a cornerstone throughout my career.

Work Experience:**Plant Manager - Cascade Communications Company**

2016-Present

In my current role as Plant Manager at Cascade Communications Company, I have taken on significant responsibilities in overseeing the daily operations of the company. I effectively supervise a team of three technicians, ensuring their productivity and adherence to quality standards. My duties extend to planning and coordinating construction projects to enhance the company's infrastructure. Furthermore, I am actively involved in material procurement and equipment testing to maintain operational efficiency. My expertise also extends to designing telecom spaces for optimal functionality and organization.

Field Service Manager - University of Iowa ITS*2012-2016*

As the Field Service Manager at University of Iowa ITS, I managed a team of eight employees, providing them with valuable guidance and support. My leadership was instrumental in optimizing the team's daily workload, resulting in successful project execution. I actively conducted performance reviews, providing constructive feedback and identifying areas for professional development. My project management skills were honed as I spearheaded various telecommunications projects, collaborating effectively with cross-functional teams to achieve project objectives.

Field Service Tech - University of Iowa ITS*2005-2012*

During my tenure as a Field Service Technician at University of Iowa ITS, I showcased my technical prowess by installing outside plant copper and fiber optic cables to establish reliable communication networks. Additionally, I successfully deployed copper and fiber for inside plant cabling, facilitating seamless connectivity for various communication devices. My expertise extended to locating OSP cables, contributing to efficient maintenance and repair processes. Moreover, I was responsible for building and maintaining Telecom spaces to ensure streamlined communication infrastructure. I also excelled in overseeing contractors for both inside and outside plant projects, ensuring project success and compliance with quality standards.

Lead Personnel of Shipping and Receiving/Assembly Line Worker - American Iowa Manufacturing*2001-2004*

In my early professional years, I played a key role at American Iowa Manufacturing, where I was entrusted with managing and directing all imported and exported equipment. My attention to detail and organization skills ensured the accurate and timely shipment of materials. I demonstrated proficiency in forklift operation, efficiently handling material transportation. Additionally, I contributed to the production process by preassembling materials for the assembly line, optimizing manufacturing operations.

Activities:

Outside of my professional life, I enjoy indulging in outdoor activities such as hunting and fishing.

References:

References are available upon request. My professional journey is underlined by a commitment to excellence, a passion for telecommunications, and a relentless drive for success. I am confident that my diverse skill set and comprehensive experience make me an ideal candidate for any challenging telecommunications role. I look forward to contributing my expertise to an organization that values innovation, teamwork, and customer satisfaction.