

JOHN RISK

Communications Support Group, Inc.
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SUMMARY

Cable Television Professional with more than 100 California City and County government contacts established through extensive experience in finance, technical operations, programming, regulatory, and customer care. Skilled at opening doors and closing deals. Strong sales and marketing achievements coupled with the ability to create revenue streams. Created new services, sales channels, and assigned and directed territories to sales agents and subcontractors. Well versed in telecommunications regulatory policies and telecommunications service offerings. Negotiated contracts with clients and subcontractors.

KEY STRENGTHS

- Strategic Planner
- Fact Finder
- Trustworthy
- Negotiator
- Deal Closer
- Conflict Manager
- Auditor
- Technically Adept
- Computer Savvy

CAREER HISTORY

COMMUNICATIONS SUPPORT GROUP, INC., CA

President

Founded and presided over all aspects of the firm's cable television and video service regulatory business. Marketed services to clients in the areas of telecom policy strategy, PUC regulatory matters, franchise fee & UUT audits, FCC matters, state and federal customer service compliance audits, change of control proceedings, network and video systems, programming, and local ordinance development.

Created numerous lasting relationships with industry and government managers. Maintained knowledge of FCC rules, Congressional Acts, and State laws. Negotiated extensively with cable companies including Adelphia, AT&T, Century, Charter, Comcast, Cox, Media One, and Time Warner. These projects required access to, and management of, confidential and proprietary information.

Entrusted by elected officials and top local government administrators, including Finance Directors, City Managers, City Attorneys, Planning Directors, City Engineers, and Police & Fire Chiefs. Worked extensively with school superintendents, principals, and district business managers on cable television and institutional network related matters.

Spearheaded a highly successful company. In six years, negotiated settlements on behalf of clients in excess of \$6,000,000, including individual settlements of over \$500,000.

CITY OF SANTA ANA, CA

Cable Television Manager

Managed department of 25 employees with an annual budget in excess of \$800,000. Served as Executive Producer of thousands of hours of programming. Chief Executive for budgeting, asset management, procurement of equipment, and labor resources.

GROUP W CABLE TELEVISION OF SANTA ANA, CA

Programming Director

Conceived and implemented the department responsible for LO and I-Net and acted as liaison with the City, Community College District, School District, and other governmental agencies. This was a new-build, requiring knowledge of plant construction, head end design, reverse and forward RF spectrum allocation. Hired all employees and purchased \$1.5 M in I-Net and video production equipment.

FALCON CABLE TELEVISION OF CALIFORNIA, ALHAMBRA, CA

Regional Director, Local Programming

Designed and managed cable television production studios throughout Los Angeles Region and directed staff of 10. Required extensive technical as well as programming knowledge. Worked with community leaders and electeds.

BOARD POSITIONS

- 5 year term as Board Member of the National Association of Telecommunications Officers and Advisors
- President, Orange County Cable Association

PROFESSIONAL AFFILIATIONS

- The Cable Center, founding shareholder and donor of a 20 year comprehensive cable legislative archive
- National Association of Telecommunication Officers and Advisors (NATOA). Currently serves on the Policy and Legal Committee
- Orange County Cable Association (OCCA), founding member of this 100 member non-profit local cable programmers association
- SCAN NATOA (States of California and Nevada), founding member

GUEST ACADEMIC LECTURER

- UCLA Extension; Rancho Santiago Community College District; California State University, Fullerton

PRESENTER

- Presented at the annual conferences of: SCAN NATOA, Alliance for Community Media, California Public Information Officers Association, NATOA, Visual Communications Congress, California Cable Television Association Western Show, National Federation Local Cable Programmers

AWARDS

Achievement in Regulatory Work

- NATOA Certificate of Appreciation for Policy and Legal Committee, Customer Service Committee, and Customer Service Telephone Standards
- Ovation Award for Customer Service Handbook & Updates and Video Programming

Achievement in Television Programming

- 6 ACE Awards, 6 HOMETOWN USA Video Festival including Winner Overall Excellence in Community Programming, 8 NATOA Program Awards, Finalist Los Angeles Academy of Television Arts and Sciences "Emmy" for Government Programming, Finalist, League of California Cities "Helen Putnam" Award for Excellence

Achievement in Management

- Group W Cable "You Make A Difference" Award for Southwest Region
- Group W Cable "Lou Brock" Award for Youth Leadership

EDUCATION

University Of Michigan - Ann Arbor

Bachelor of Arts with High Honors and Distinction in Social Psychology
2-years in the College of Engineering and 2-years in the College of Literature Science, and the Arts.
Varsity Letterman in Track and Field

CLIENT LIST

Alameda	Fountain Valley	Mendocino County	San Fernando
Alameda County	Fremont	Mission Viejo	City and County of San Francisco
Albany	Fullerton	Monrovia	San Jacinto
Anaheim	Garden Grove	Monterey County	San Leandro
Arcadia	Gardena	Moreno Valley	San Luis Obispo County
Austin, TX	Glendora	Murrieta	San Pablo
Berkeley	Hawthorne	Newport Beach	Santa Ana
Beverly Hills	Hayward	New Orleans, LA	Santa Barbara
Brea	Hermosa Beach	Norwalk	Santa Barbara County
Brentwood	Hemet	Oakland	Santa Cruz
Carlsbad	Huntington Beach	Ontario	Santa Cruz County
Cerritos	Indian Wells	Pasadena	Sierra Madre
Claremont	Inglewood	Petaluma	Stanton
Chino	Irvine	Porterville	Twenty-Nine Palms
Chino Hills	La Habra	Poway	Temple City
Commerce	Lakewood	Rancho Cucamonga	Ukiah
Cypress	La Palma	Rancho Palos Verdes	Villa Park
Dana Point	La Verne	Redondo Beach	Walnut
Desert Hot Springs	Lawndale	Richmond	West Covina
Diamond Bar	Lindsay	San Bernardino	Westminster
Duarte	Long Beach	San Bernardino County	Willits
Emeryville	Los Angeles	San Clemente	Yorba Linda
Encinitas	Los Angeles County	San Diego	Yucca Valley
Fort Bragg	Manhattan Beach	San Diego County	
Fontana	Maryland Heights, MO	San Dimas	