

JACK CATHEY

OBJECTIVE

WORK EXPERIENCE

President / CEO, Megawatt Communications LLC, Lewisburg, TN, July 2009 – Present

- Designed and built self-owned Lewisburg city-wide fiber optic G-PON network, June 2015
- Expanded Fiber Internet to customers in Cornersville, TN -2020
- Worked closely with all phases of Lewisburg government and Marshall County government in installing their computer and server system and network plan.
- Designed, built, and maintained fiber network for Marshall County's Emergency 911 system, 2011 – Present
- Provide support for new builds, moves, and expansions
- Disaster management / recovery and continuation of network operations planning

Customer Service Agent, Southwest Airlines, Nashville, TN, July 2016 – September 2022

- Properly resolve customer concerns while promoting Southwest Hospitality
- Elected as an IAM Union Steward to assist in the consistent treatment of all CSAs in Nashville
- Ticketing and customer assistance at BNA with advanced issues
- Assisting Co-Hearts with issues, all while pushing the award winning culture of Southwest
- Tracking of lost baggage through a web-based platform assuring customers of status

Network Operations Manager, Google fiber - Adecco, Huntsville, AL, July 2017 – December 2017

- Maintained core network equipment for Google fiber, data centers and fiber huts
- Managed large Huntsville contractor and Installer teams
- Assisted in design of MUDs MTUs and SFUs
- Supported issues with long haul layer 1 and 2 backbone circuits
- Coordinated with Huntsville Electric Utility to ensure business success
- Worked on all fiber systems and routing to maintain reliable internet and was commended for a remarkable uptime rate

Network Engineer, TNWeb, LLC, Lewisburg, TN, August 2007 – June 2009

- Managed and maintained citywide wireless network
- Managed internet backbone and transport circuits
- Handled all troubleshooting computer and network issues in the field
- Installed and repair of internet connectivity; residential, government, and commercial
- Assisted the Network Operations Center with server repair and maintenance

Information Technology Reserve Deputy, Marshall County Sheriff's Office, Marshall County, January 2010 – October 2014

- Oversaw all systems in the facility
 - Computer Aided Dispatch System "CAD"
 - Recorders for radio, 911, and admin lines
 - CCTV DVR for 24/7 video of the complex
 - NCIC systems and TIES Tennessee Information Enforcement System
 - Local and state network security and maintenance with security and destruction compliance
 - Responded onsite to emergency calls for service from citizens

EDUCATION

Bachelor of Science, *Criminal Justice Administration*

Minor, *Computer Information Systems*

Middle Tennessee State University, Murfreesboro, Tennessee

ADDITIONAL QUALIFICATIONS

- NCIC / TIES Certified Entry and Query
- Certified as a Calix Fiber Systems operator
- Ubiquiti management software user for over 10 years
- N+N Data Center Manager
- Fiber Internet Providers of America, President
- Lewisburg City Councilman