

# Jade Bowen

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## Professional Summary

A seasoned expert with over 21 years of experience in the construction and telecommunications industries, I bring a unique blend of hands-on technical expertise and leadership in large-scale project management. I excel in delivering high-quality results on multimillion-dollar projects, ensuring safety, regulatory compliance, and operational efficiency.

Recognized for my ability to lead diverse teams, mentor junior technicians, and navigate intricate challenges, I balance technical precision with strategic leadership. I possess expertise in cell tower construction, fiber optic infrastructure, RF equipment, and advanced telecommunications technologies like 5G and LTE. A certified OSHA professional, I prioritize safety and quality at every stage of a project, ensuring seamless execution.

As a single father of four, I've honed exceptional multitasking and time-management abilities, enhancing my capacity to manage complex projects while maintaining strong client relationships. I am passionate about optimizing processes, empowering teams, and driving innovations that shape the future of telecommunications.

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## Professional Experience

### Boise's Best Auto Sales – Boise, ID

#### Finance and Marketing Manager

*June 2023 – Present*

- Spearheaded financial strategy, managing budgeting, forecasting, and financial reporting to enhance profitability. Implemented systems for cash flow monitoring, profit analysis, and financial forecasting, leading to increased transparency.
- Developed and executed advanced marketing strategies, including digital advertising, social media campaigns, and public relations efforts.
- Collaborated with cross-functional teams to enhance operational processes, improve customer service delivery, and drive business growth.
- Analyzed market trends and competitor activities, identifying growth opportunities and guiding strategic decisions.

#### Key Achievements:

- Increased gross profit margin through strategic cost management and marketing initiatives.
  - Implemented a loyalty program and personalized marketing campaigns to improve customer retention.
  - Reduced operational costs by renegotiating vendor contracts and streamlining financial processes.
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## **Westland Towers – Boise, ID**

### **Senior Field Technician (Contract)**

*July 2022 – June 2023*

- Directed the installation, commissioning, and calibration of wireless communication systems, including cellular antenna and microwave technologies, ensuring optimal network performance and seamless connectivity.
- Proactively performed preventive and corrective maintenance to maximize system reliability, increase equipment longevity, and minimize network downtime.
- Collaborated with project managers, engineers, and clients to troubleshoot and resolve technical challenges, ensuring projects remained on schedule and within scope.
- Mentored and trained junior technicians, fostering a collaborative environment and promoting adherence to safety protocols.
- Demonstrated expertise in diagnosing and resolving complex network issues in challenging conditions, including adverse weather, confined spaces, and physically demanding environments.
- Safely lifted and maneuvered equipment weighing up to 100 lbs, adhering to all safety regulations and ensuring proper equipment handling.

### **Key Achievements:**

- Spearheaded successful cellular site upgrades, improving network performance and reducing downtime.
  - Implemented a proactive maintenance schedule, significantly reducing emergency callouts and enhancing overall system uptime.
  - Enhanced team productivity and compliance through hands-on training and mentorship of junior technicians, ensuring safety and operational standards were consistently met.
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## **First Point Group – Ericsson – Boise, ID**

### **Construction Coordinator / Network Engineer (Contract)**

*October 2021 – July 2022*

- Coordinated all aspects of cell tower construction and network projects, ensuring efficient execution of site builds and meeting project milestones.

- Managed multi-million-dollar project budgets, tracking expenditures, optimizing resource allocation, and ensuring adherence to financial constraints.
- Served as the primary point of contact for field operations, overseeing the dispatch of crews, cranes, and construction managers to project sites.
- Verified crew and equipment readiness, ensuring all necessary resources were in place prior to deployment, minimizing delays.
- Conducted site surveys and collaborated with engineering teams to refine project specifications, addressing potential challenges to ensure seamless execution.
- Oversaw multiple concurrent projects, analyzing workloads and capacity to optimize field operations and reduce bottlenecks.
- Reviewed work packages, scopes of work, and close-out packages to ensure compliance with client specifications and quality standards.
- Provided dispatch oversight for the Field Services organization, managing contractor routing and field-related tasks to ensure operational efficiency.

#### **Key Achievements:**

- Significantly reduced project delays and cost overruns by improving coordination, resource allocation, and optimizing workflows, leading to on-time project delivery.
- Enhanced operational efficiency by streamlining work package review processes, accelerating project completion, and reducing administrative overhead.

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#### **KGP Co – Boise, ID**

##### **Outside Plant (OSP) Construction Manager (Contract)**

*February 2021 – October 2021*

- Managed high-profile Fiber-to-the-Home (FTTH) and Fiber-to-the-Curb (FTTC) projects, overseeing the installation of over 500 miles of fiber optic infrastructure, ensuring timely completion, and adherence to industry standards.
- Planned, scheduled, and directed all aspects of OSP construction projects, ensuring they were completed on time, within budget, and met quality expectations.
- Supervised a team of five supervisors and over 20 field crews, coordinating daily activities, site preparation, fiber installation, and quality control across multiple locations.
- Oversaw contractor management, ensuring that subcontractors adhered to contract terms, safety regulations, and quality standards during the construction phases.
- Managed all permitting and Right-of-Way access coordination with local authorities and property owners, ensuring compliance with regulatory requirements and timely project execution.
- Conducted site surveys and infrastructure assessments, identifying potential challenges and developing mitigation strategies in collaboration with engineering teams.
- Led materials procurement and management, ensuring timely delivery of construction materials and efficient utilization of resources on-site.

- Implemented comprehensive quality control procedures to ensure construction work met or exceeded industry standards for fiber optic cable installation, splicing, and testing.
- Developed and enforced stringent safety protocols, promoting a safe working environment and ensuring compliance with OSHA and local safety regulations, resulting in zero work-related incidents throughout the project lifecycle.
- Regularly provided detailed progress reports to senior management, highlighting project status, budget tracking, and potential issues, with recommended solutions to avoid delays.
- Fostered a collaborative work environment, leading and motivating teams to meet project goals and deadlines while maintaining high standards of workmanship.

#### **Key Achievements:**

- Successfully completed a major fiber installation project ahead of schedule, preventing potential penalties and ensuring client satisfaction.
  - Developed and implemented safety protocols that resulted in zero work-related incidents throughout the project.
  - Streamlined permitting and scheduling processes, improving overall project efficiency and compliance with regulatory standards.
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### **MasTec Network Solutions – Boise, ID**

#### **Construction Manager**

*January 2018 – April 2020*

- Directed large-scale construction projects across multiple states, overseeing new builds, site modifications, equipment upgrades, and technology enhancements like 5G deployment.
- Managed up to 15 crews and coordinated multiple subcontractors, ensuring compliance with safety, quality, and budget requirements.
- Planned and scheduled construction phases, from site acquisition and permitting to tower erection and equipment integration.
- Managed budget tracking and resource allocation, ensuring project completion within timelines and budget constraints.
- Assisted with securing leases, permits, and approvals required for new construction sites and modifications, working closely with legal teams and municipal authorities to ensure regulatory compliance.
- Coordinated the work of subcontractors, monitoring adherence to contract terms, safety protocols (OSHA, COP, BP, NTP), and company standards.
- Supervised all construction phases, including site preparation, foundation installation, tower erection, antenna and line installation, grounding, and fiber/electrical systems.
- Managed LTE, 5G network upgrades, and fiber optic installations, ensuring smooth integration with existing infrastructure.

- Directed routine maintenance and repair activities to maximize the performance and longevity of tower sites.
- Established and implemented quality control procedures to ensure all work met or exceeded industry standards and client expectations.
- Promoted a safe working environment by enforcing OSHA standards and conducting on-site safety meetings.
- Created detailed progress reports for management, highlighting project milestones, challenges, and mitigation strategies.

#### **Key Achievements:**

- Delivered multiple cell site construction projects on time and within budget, significantly improving network coverage across various regions.
- Reduced project rework by implementing stricter quality assurance processes and monitoring contractor performance throughout construction phases.
- Successfully led the integration of LTE and 5G technology upgrades, positioning the network for future growth and improved performance.

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#### **Broken Arrow Communications – Boise, ID**

##### **Regional Manager**

*July 2015 – May 2017*

- Managed 8 four-man crews across multiple cell tower construction and maintenance sites throughout the assigned region.
- Directed the construction, maintenance, upgrades, and technology implementations for multiple towers, ensuring projects were completed on time, within budget, and met quality standards.
- Developed and implemented regional construction strategies, optimizing resource allocation and improving scheduling to enhance operational efficiency.
- Oversaw a diverse portfolio of projects, including new site builds, modifications, equipment upgrades, and ongoing maintenance.
- Coordinated project spending with a focus on financial control, managing budgeting, per diem allocations, and expense monitoring to ensure cost-effective project execution.
- Supervised and coordinated the activities of general contractors and subcontractors, ensuring compliance with contract terms, safety protocols (OSHA, COP, BP, NTP), and quality standards.
- Conducted weekly safety meetings and implemented training programs to enhance safety performance and improve project delivery.
- Set performance goals, monitored crew productivity, and provided regular performance evaluations and feedback to encourage continuous improvement.
- Championed a safety-first culture, implementing company-wide training programs and conducting on-site safety meetings to reduce risks and ensure regulatory compliance.

## **Key Achievements:**

- Improved project efficiency by developing a scheduling and crew coordination strategy that resulted in faster completion times.
  - Designed and implemented a training program that reduced onboarding time for new hires and significantly improved overall crew performance.
  - Led a regional initiative to improve project financial controls, ensuring projects were delivered within budget while maintaining high quality standards.
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## **Benchmark Electric – Boise, ID**

### **Construction Manager / Foreman –**

*March 2012 – July 2015*

#### **Foreman Duties:**

- Led and supervised construction teams, overseeing civil excavation, site restoration, antenna systems, and telco installations for wireless communication systems.
- Managed coaxial cabling and lighting system installations, ensuring compliance with safety standards and company policies.
- Assigned daily tasks to team members and monitored progress, ensuring timelines and safety procedures were followed.
- Conducted daily toolbox meetings to communicate work instructions, safety protocols, and potential hazards.
- Inspected and verified work performed by subcontractors, ensuring compliance with design specifications, industry standards, and safety regulations.
- Trained and mentored new construction workers, equipping them with the knowledge and skills to work safely and efficiently.

#### **Construction Manager Duties:**

- Planned, scheduled, and managed all aspects of cell tower construction projects, including new builds, site modifications, equipment upgrades, and maintenance initiatives.
- Assisted in securing permits and site leases, ensuring all legal requirements were met for construction activities.
- Managed the work of general contractors and subcontractors, ensuring adherence to contract terms, quality standards, and safety protocols (OSHA, COP, BP, NTP).
- Directed construction phases, including site preparation, foundation installation, tower erection, antenna and line installation, grounding, and equipment integration.
- Led routine maintenance and repair activities to ensure optimal site performance and longevity.
- Managed LTE and 5G technology deployments, integrating them into existing infrastructure to meet evolving network needs.

- Implemented rigorous quality assurance processes, ensuring all construction met client requirements and industry benchmarks.
- Promoted and enforced a safety-first culture by conducting on-site inspections and safety training sessions.
- Tracked and managed project budgets to ensure cost-effective execution, preventing overruns through proactive planning and oversight.
- Provided regular progress reports to senior management, highlighting project milestones, challenges, and mitigation strategies.

#### **Key Achievements:**

- Successfully directed the installation of antenna systems, coaxial cabling, and lighting systems, ensuring full compliance with industry safety standards.
  - Improved project efficiency by developing enhanced task scheduling and resource management strategies.
  - Played a critical role in LTE and 5G network upgrades, ensuring seamless integration with existing infrastructure.
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#### **Cold Souls LLC – Boise, ID**

##### **Owner/Operator**

*December 2007 – March 2013*

- Managed all aspects of business operations, including product design, marketing, sales, distribution, and customer relationship management for a custom clothing line.
- Balanced creative direction with operational efficiency to ensure sustainable business growth.
- Designed and produced unique, high-quality apparel that aligned with customer preferences and fashion trends.
- Developed and executed comprehensive marketing strategies that increased online traffic and customer satisfaction.
- Cultivated a strong brand identity and social media presence, fostering customer engagement and driving conversions.
- Streamlined distribution processes, reducing delivery times and boosting operational efficiency.
- Managed supply chain logistics to ensure timely delivery and enhance customer experience.
- Oversaw the business's budgeting, cost control, and revenue tracking to ensure profitability and sustainable growth.

#### **Key Achievements:**

- Increased customer satisfaction by streamlining delivery processes and enhancing operational efficiency.

- Drove significant online traffic and sales growth through effective marketing strategies and an engaging online presence.
  - Successfully managed the business through various challenges, achieving sustainable profitability over a six-year period.
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## **Unit Drilling – Utah Market**

### **Floor Hand/Chain Hand**

*March 2005 – November 2007*

- Serviced and operated hydraulic equipment such as winches, forklifts, skid steers, and loaders in hazardous conditions.
  - Assisted with drilling rig operations, equipment maintenance, and rig setup, adhering to strict safety protocols.
  - Managed work permits, ensuring compliance with health and safety standards on-site, including lock-out tag-out programs.
  - Experienced in hazardous spill containment and environmental safety measures.
  - Secured and stabilized drilling pipes and equipment using chains and other securing devices.
  - Performed manual labor tasks, such as lifting, carrying, and operating hand tools, in all weather conditions.
  - Helped assemble and disassemble sections of the drilling rig during "rig up" and "rig down" operations.
  - Maintained a clean and organized work environment, adhering to safety standards and proper use of personal protective equipment (PPE).
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## **Tower Technician Summary**

This summary encompasses my experience as a Tower Technician, showcasing progressive skill development and accomplishments in telecommunications construction and maintenance. My experience spans Wasatch Electric (1999–2002), SBA Communications (2002–2005), and Benchmark Electric (2012–2015).

### **Core Responsibilities and Expertise:**

- **Tower Construction and Installation:** Assembled and erected steel towers with precise alignment and ensured structural integrity for wireless communication systems. Installed antennas, radios, transmission lines, and various telecom equipment to meet client specifications.
- **Civil Works and Site Preparation:** Conducted comprehensive site preparation tasks, including excavation, grounding, and concrete foundation work, establishing robust and compliant tower bases.



- **Maintenance and Troubleshooting:** Executed preventive and corrective maintenance on antennas and microwave systems, ensuring optimal functionality and reduced downtime. Performed antenna sweeps and system testing to verify and enhance signal performance.
- **Safety and Quality Control:** Maintained strict adherence to safety protocols and quality standards. Conducted daily toolbox meetings and rigorous site inspections to uphold industry best practices and regulatory requirements.
- **Team Collaboration:** Collaborated effectively with cross-functional teams, including engineers, project managers, and technicians, to deliver projects efficiently and within timelines.
- **Leadership and Supervision (Benchmark Electric):** Supervised construction teams, overseeing civil excavation, coaxial cabling, and telco installations. Led safety training and mentored team members, promoting adherence to safety and project standards.

### **Key Achievements:**

- Successfully installed and tested communication towers across multiple states, enhancing network coverage and reliability.
- Led major tower installation projects, optimizing processes to reduce signal interference and improve performance.
- Implemented maintenance schedules that minimized system outages and boosted operational efficiency.
- Supervised numerous tower builds and maintenance projects with strict safety protocols, achieving zero on-site incidents.
- Played a critical role in LTE and 5G network upgrades, ensuring seamless integration with existing infrastructure and leading team training that enhanced productivity and safety compliance.

### **Skills & Proficiencies**

#### **Leadership & Team Management:**

- Leading cross-functional teams.
- Mentoring and fostering team development.
- Project management for large-scale construction and telecommunications projects.
- Problem-solving complex technical and operational challenges.
- Building and maintaining client & vendor relations to align goals and ensure project success.
- Mastering time management skills for multitasking and prioritization.
- Strong communication skills for clear directives and maintaining client satisfaction.

#### **Telecommunications & Wireless Infrastructure:**

- Wireless communication systems: GSM, CDMA, 3G, 4G LTE, 5G, VoLTE.
- Fiber optic infrastructure: OSP, FTTH, FTTC installation, splicing, and testing.

- Cell tower construction: Cellular and microwave antenna installation, commissioning, and calibration.
- RF equipment & antenna sweeps: Signal performance optimization and troubleshooting.
- Coaxial cabling: Installation, testing, and maintenance of wireless communication systems.

### **Construction Management:**

- Project planning and scheduling from conception to completion.
- Budgeting and financial oversight for cost control and profit management on multimillion-dollar projects.
- Vendor & subcontractor management for contracts, deadlines, and quality adherence.
- Civil excavation and restoration for site preparation.
- Site acquisition & permitting to ensure regulatory compliance.
- Technology upgrades for LTE and 5G deployment and integration with existing infrastructure.

### **Operational Efficiency & Optimization:**

- Process optimization for workflow enhancements, productivity, and minimizing delays.
- Quality assurance protocols to ensure high standards across projects.
- Scheduling and resource allocation to optimize crew schedules and improve efficiency.

### **Software & Tools:**

- Microsoft Office Suite: Word, Excel, PowerPoint.
- Google Workspace: Docs, Sheets, Slides.
- CRM Software for client relationship management.

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### **Certifications**

- **OSHA 10 & 30 Certified**
- **First Aid & CPR Certified**
- **Bloodborne Pathogens Certified**
- **Tower Rescue & Rope Access (ComTrain Certified Instructor)**
- **ODM Fiber Testing & Cleaning Certified**
- **Commscope & Andrew's Certification**

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