

Summary of Qualifications

- Campus Director
- Team Management
- Faculty Development
- Project Management
- Academic Dean
- Sales
- Academics/Instruction
- Business Process Analysis
- Quality Control
- Train-the-Trainer, Subject Matter Expert Training
- Curriculum Development, Delivery & Management
- Music Performance, Education and Technology

Recent Employment

National American University, 2012-present Academic Dean

Responsible for development and implementation of best practices in campus attendance, registration, academic advising, satisfactory academic progress, regulatory compliance, faculty hiring and management, course scheduling and transcript evaluation. Direct supervision of faculty, learner services and program coordinator staff.

MediaTech Institute, 2006-2012 Corporate Director of Education, Campus Director, Austin

Dual responsibilities throughout the employment period. Managed all day-to-day operations of the Austin campus of an active career school in the field of recording arts and sciences and digital media production. Served in regional capacity as curriculum advisor, project manager and staff development coordinator. Led the school through several program expansions and additions. Critical contributor to successful accreditation (ACCSC) and renewal. Managed the school through Title IV approval process. Worked successfully with VA authorities. Led the school to four straight years of perfect TWC compliance audits. Developed and implemented many in-house policies and procedures used by the school in standardizing operations across four locations in two states. Doubled campus enrollment within two years. School consistently maintained both employment and graduation rates in 76%-85% range.

Apple Inc. 1994-96,1997-2006

Positions held:

Manager, Worldwide AppleCare Training Performance Group 2004-06

Manager, Worldwide AppleCare Contact Center Quality Team 2001-03

Manager, Worldwide AppleCare New Agent Training Team 2001-04

Project Manager III, Quality & Preparedness Team Lead 1997-00

Education Sales Development Executive 1995-96

Technical Support Specialist 1994-95

Over ten years of experience in quality, training and development with the company who defined the cutting edge of technology and customer service. During this time Rob developed and managed global call center support, quality and training teams, developed training, interacted with several vendor partners, helped globalize the training organization, revised phone agent work flow and business process design and delivered training to hundreds of employees and Apple partners. Managed teams in Ireland, Japan, India, Australia, Canada,

California and Texas.

POWER COMPUTING CORP. 1996-97

Education Services Manager, Technical Support Manager

Managed teams as both Education Manager and Technical Support Manager for Service and Support. Created the corporate training plan, implementing procedures for employee, vendor and customer education. Managed teams of curriculum development professionals and classroom delivery instructors. Performed call monitoring and delivered corrective action plans for call center personnel.

STRAIT MUSIC CO. 1986-1994

Manager, Music Systems Division

Manager of Music Systems Division and Macintosh, MIDI specialist for the 18th largest full line music retail outlet in the U.S. Duties included sales, personnel management, inventory maintenance and buying for a business with sales over 4.5 million dollars annually. Macintosh and DOS/Windows technical support by phone and personal consultation on all facets of music technology to a wide range of professional and educational clients. Several years of trade show and clinic experience.

Professional Musician 1973-Present

A versatile Performer, Educator and Technologist, Rob Fedson continues to enjoy the fruits of his labor in the musical world and his love of sharing his knowledge and experience with others. Here are some highlights of Rob's career as a drummer, composer, author and music industry expert.

Performance & Recording

Professional appearances in a wide variety of musical situations including work in radio, television, recording studios, and concert halls with such outstanding artists as;

Jazz & Pop

"The Late Show's" Paul Schaffer, Dave Brubeck, Marc Johnson, Ritchie Cole, Chet Baker, Lee Konitz, Tony Campise, Chris Potter, Carl Fontana, Dennis Dotson, Bobby Shew, Harry James, Cab Calloway, Mitch Watkins, Eddie Daniels.

Country

Johnny Cash, George Strait, Mac Davis, Larry Gatlin, Jimmy Dean, Gene Autry and many more.

Show acts and Musical Theatre

National tour of "Evita", Blackstone the Magician, Sam Vine, Roger and Roger, Tommy Tune, Sandy Duncan, Marvin Hamlisch, original score recording for the play Zombé.

Appearances on PBS and ABC Television and is an accomplished arranger of jazz and percussion ensembles written for the stage and theater. Other performance credits include the Austin Symphony, the Ludwig International Percussion Symposium, The international Bass Symposium, Mark Records and Educational Graphics Press Records. Rob has performed and lectured across the US and in Europe and works as a "top call" drummer in the Austin area.

Music Technology & Business

Also having an active career in the music technology business. Rob is a published author of several technology articles for Modern Drummer Magazine (7 times) and the International Association of Jazz Educators journal (9 times). He has been frequently in demand for clinics and residencies throughout the U.S. and Europe and has served as technology consultant for great musicians such as Terry Bozzio, Joe Ely, Jerry Jeff Walker, Timbuck 3 and Peter Erskine.

Teaching Experience

Austin Community College 1988-1995

Instructor of MIDI, Music History, Music Theory and Percussion. Member of Curriculum Development Committee for Commercial Music Management degree program.

Round Rock ISD 1985-86

Band Director, Canyon Vista Middle School, started first RRISD Middle School Jazz Band
Teacher: Physical Education, General Music & Art- Berkman Elementary.

University of Texas at Austin 1983-85

Associate Instructor, Jazz Studies.

Private Instruction 1975-present

Decades of experience in one-on-one learning environments teaching complex disciplinary skills of music and technology to students of all age levels and abilities.

Education

Master of Music, University of Texas at Austin, 1985 Scholarship recipient, Associate Instructor, Teaching Assistant.

Composed and arranged for the UT Jazz Orchestra. Director of UT Jazz Ensemble and Percussion Ensemble. Taught Jazz History course. Associate instructor in both Jazz Studies and Percussion departments. Teaching Assistant in Percussion studio.

Bachelor of Music Education, University of Northern Iowa, 1982 Scholarship recipient.

Affiliations

Volunteer work (non-profit)

Young Texas Harp Ensemble – Past President

Austin Jazz Society – Past President and Vice President, Current Advisory Board Member

Memberships

American Society for Training and Development

Audio Engineering Society

International Association of Jazz Educators

National Academy of Recording Arts & Sciences (Grammy voting member)

American Federation of Musicians

Skeptics Society