

## **Jackie Taylor, Director of Operations**

As Director of Operations Jackie Taylor has overall responsibility for CCAF Operations staff working for the DDTP. She serves as part of an Executive Management Team that oversees CCAF's contract with the California Public Utilities Commission (CPUC) to manage and operate the Deaf and Disabled Telecommunication Program (DDTP). She is responsible for the quality and performance of DDTP Field Operations as well as Customer Contact Operations and Marketing contractor oversight in fulfillment of CCAF's contract with the CPUC.

Prior to joining CCAF, Jackie held project management and operations positions in both the public and private sectors. In various roles with the San Mateo County Human Services Agency she managed a California State contract, and later served as the Executive Management Analyst to the agency's Executive Director where she led the development and implementation of a federally subsidized employment development program. Jackie has served as a Director at Polaroid, Inc., where she oversaw the development and growth of Polaroid's employment placement program, and in various Associate Director level roles at AT&T, Inc. where she participated in internet protocol negotiations throughout San Mateo County and held a key role in the merging of the wireline and wireless operations as a part of the West Region Alternate Channel Operations. Jackie earned both an MBA with a focus on Corporate Social Responsibility and an MSW from Boston College, as well as an MA in Intercultural Relations from Lesley University.