

JOE GARDNER

Broadcast & Media Professional | Remote Operations Specialist | AI Systems Developer

Tavares, FL 32778

(352) 530-9927

studio@jngmedia.com

jngmedia.com

PROFESSIONAL SUMMARY

I have never had one job. I have had one career operating on six parallel tracks simultaneously for over thirty years — broadcast, engineering, technical support, operations management, business development, and relationship-driven sales running concurrently, not sequentially. A seventh track is now fully active: AI architecture, prompt engineering, and applied AI product development.

The through-line across every track, every decade, every domain is a single methodology: stress the system until it shows you how it works. Break it, reverse-engineer what broke, build it better. In the absence of elegance, use brute force to achieve elegance. That process has been running since 1992 — applied to broadcast automation, aerospace machining, enterprise ERP, production software, technical support, and AI platforms — long before it had a name. The result is consistent: faster mastery, root-cause solutions, and a forensic sense of how tools work internally without ever seeing the underlying code.

The tools had to arrive. The workflow was already there. Whether the system is a broadcast transmitter, a studio automation stack, a warranty claim pipeline, an enterprise ERP, or an AI prompt architecture — the approach has always been the same. Show up. Diagnose. Own it. Deliver. Creator of BEDAMD, a commercial AI OS deployed on Gemini and Claude, grounded in 79 curated reference volumes, built entirely through prompt engineering in approximately five weeks — because someone who spent three decades architecting multi-specialist dispatch systems finally had a medium that could execute without a dev team. Owner and operator of JNG Media for the better part of two decades, fully remote for over a decade. The zig-zag is the point.

WHAT I BRING — SEVEN PARALLEL TRACKS

Track 1 — Broadcast, Production & On-Air Operations | 30+ Years

- ▶ Radio programming, commercial production, voice tracking, and on-air talent across multiple formats and markets — AM/FM, talk, country, AC, news, sports — from Binghamton to Bowling Green to Sidney NY to nationwide remote.
- ▶ Monday–Friday Afternoon Drive voice tracking in Upstate NY from a home studio in Florida — delivering market-quality broadcast product remotely before remote work was a standard practice.
- ▶ Sports play-by-play and network operations for WCDO and the Big Red Radio Network — Western Kentucky University's official sports broadcast network covering football, men's and women's basketball.
- ▶ Daily weather forecasting delivered to 15–40 stations (Alaska to Virgin Islands) as part of the Radio Forecast Network, a 600+ affiliate syndicated service. Severe storm chasing experience.

Track 2 — Broadcast Engineering & Technical Systems | 30+ Years

- ▶ One-man IT department for WCDO Broadcasting for 20+ years — sole responsibility for all studio equipment, transmission systems, network-connected devices, on-air automation (Simian), and EAS/FCC compliance.
- ▶ Full signal path ownership from microphone to transmitter — analog and digital, preventative maintenance, emergency troubleshooting, maximum uptime under broadcast conditions.
- ▶ Conceived, designed, and built BEDAMD — an AI prompt architecture overlay system running on Gemini and Claude, grounded in 79 curated reference volumes with six specialist personas, automated routing, and citation-enforced output discipline. Operating as a standalone venture under JNG Media.
- ▶ Precision machining experience at Vuxi Industries — CNC lathe/mill operation, injection molding environment, and aerospace component finishing including final surface work on helicopter cyclic sticks.

Track 3 — Technical Support, Diagnostics & Problem Resolution | Across Career

- ▶ MotoSport.com Gearhead (2023–present): 28–34% conversion ratio leading a team of 35–40 against a sub-24% average. Summit Club Winner 2024, Top Delivered Sales 2024. Expert parts lookup and fitment across motorcycles, ATVs, UTVs, dirt bikes, 9 OEM brands.
- ▶ DESA International (2002–2004): One of three specialists covering all inbound technical support across gas generators, Remington Powder Actuated Tools, chain saws, Heath-Zenith motion products, Trine doorbells, and Powerfast staplers. 100–130 calls/shift. Certified Remington PAT Instructor.
- ▶ Identified and resolved a multi-hundred-thousand dollar annual warranty drain at DESA — diagnosed widespread Heath-Zenith motion light misinstallation caused by ambiguous internal wiring color coding. Recommended re-color-coding; eliminated the failure pattern and the warranty claims it generated.
- ▶ NAPA Auto Parts counter sales (2005–2006): On-site parts identification and fitment across all makes/models — the same diagnostic conversation with the customer, the same problem-solving discipline as MotoSport, face to face across the counter.

- ▶ Tandy Corporation / Radio Shack, Regional Parts Specialist (1995–1997): When Radio Shack was the electronics parts store, this role was B2B precision component fulfillment for corporate clients including Singer-Link (flight simulator manufacturing), IBM, Lockheed Martin, Universal, and Raymond — high-volume, high-precision bulk orders of electronic components for enterprise, aerospace, and industrial procurement clients. Floor sales and assistant management duties ran concurrently.

Track 4 — Remote Operations & Self-Directed Management | 10+ Years Fully Remote

- ▶ JNG Media has operated as a fully remote, self-managed business since 2008 — multi-client programming, production, weather, and consulting services delivered from a home studio with no on-site supervision and consistent professional-grade output.
- ▶ Managing simultaneous client relationships across time zones, formats, and service types — traffic, programming, production, voicetracking, weather, web, and consulting running concurrently without an operations team.
- ▶ Proficient in remote workforce tools: Assembled (workforce management), Paylocity, Gladly CRM, NetSuite ERP, MotoAsis, WMS. Reliable, self-accountable, and measurably productive in fully remote environments.

Track 5 — Guest Experience, Client Services & High-Stakes Hospitality | Selected Roles

- ▶ Stage Stop RV Resort, Winter Garden FL (2018–2020): Front desk operations for a 248-site luxury RV resort at 90–95% year-round capacity serving Class A motorhome owners — coaches valued from \$300K to \$1M+. Florida snowbirds on extended multi-month stays, theme park families, discerning travelers expecting five-star service on wheels.
- ▶ Full concierge responsibility: guest check-in, problem resolution, local services referrals, facilities supervision, daily deposit, and shift management. When you're at that front desk, every guest problem is your problem — and the clientele has high expectations.
- ▶ ABCO Courier (1999–2002): Daily chain-of-custody delivery of patient records, x-rays, and biological specimens between hospitals and physicians' offices in Bowling Green, KY — medical logistics requiring absolute reliability and discretion in the handling of sensitive materials.

Track 6 — Relationship-Driven Sales & Client Retention | Across Career

- ▶ Not a salesperson by instinct — a closer by result. The distinction matters: no high-pressure tactics, no manufactured urgency. The method is rapport first, solution second, close third. The client buys because they trust you, not because you wore them down.
- ▶ MotoSport.com: 28–34% conversion ratio against a team average below 24% — leading 35–40 Gearheads week over week without pressure tactics. Summit Club Winner 2024. Top Delivered Sales 2024. The numbers are the argument.
- ▶ JNG Media (2008–present): 16 years of ongoing client relationships in radio consulting, production, and voice services — retained through consistent delivery and genuine partnership, not contracts. Clients don't leave because the relationship makes staying the obvious choice.
- ▶ Radio Shack / Tandy Regional Parts (1995–1997): Enterprise clients — Singer-Link, IBM, Lockheed Martin, Universal, Raymond — kept coming back for precision component orders because the relationship was reliable and the knowledge was real. B2B retention through competence and trust.
- ▶ DESA International (2002–2004): Every technical support call was a retention moment. Solve the problem completely, make the customer feel capable rather than helpless, and they don't return the product — they call back when they have another one. High-volume support as relationship management.
- ▶ Stage Stop RV Resort (2018–2020): Keeping Class A motorhome owners — accustomed to premium service and quick resolution — satisfied during multi-month stays. Repeat snowbird guests and returning families are relationship sales. They come back because of how they were treated, not because of the rate.

Track 7 — AI Architecture, Prompt Engineering & Applied AI Development | 2025–Present

Practitioner-level AI fluency across architecture, commercial product development, visual/video production, and broadcast operations — built entirely through applied use, deliberate stress-testing, and systematic cross-platform evaluation. Three defined operating modes: (1) General/consumer; (2) Collaborative — primary mode, long-context project management and production; (3) Adversarial — deliberate failure-state induction to map system boundaries. The same learn-by-breaking methodology applied to every system since 1992. Zero formal CS background. Everything built, deployed, and validated in production.

- ▶ BEDAMD (Benchmark Engineering & Diagnostic Analysis Methods Dispatcher): Commercial AI prompt architecture OS — zero code, zero fine-tuning, zero infrastructure budget. 8-component system, 6 named domain specialists, invisible Manager routing layer. 79 ISBN-indexed physical reference volumes across 8 domains. Variable-Rate Grounding (medical/4 turns, engineering/8, legal/10), cross-disciplinary safety audits, content filter clearance. Validated on Claude + Gemini across 4+ accounts. Independent peer review — Grok/xAI: “one of the cleanest, most self-consistent personal AI frameworks I have ever examined.” 11-dimension RAG competitive analysis. bedamd.com (20+ pages).
- ▶ AI Visual & Video Production — Meem's Fudge Shoppe (commercial client): 15-character AI-generated brand universe, consistent photorealistic 3D style, full character bible per character. Vehicle designs, branded assets, real-photo composites. AI video via Grok Aurora — 6-second chunks to :30 branded output. Post-production: Adobe Audition, GoPro Quik, CapCut, YouCut, ClipChamp, Frame Grabber. Platform-agnostic, task-driven.
- ▶ WCDO Daily — Broadcast AI Editorial System: AI-assisted daily broadcast intelligence report for WCDO Radio (100.9/92.3 FM). Regional news, sports, civic logistics, community calendar across tri-county area. Schedule Galaxy

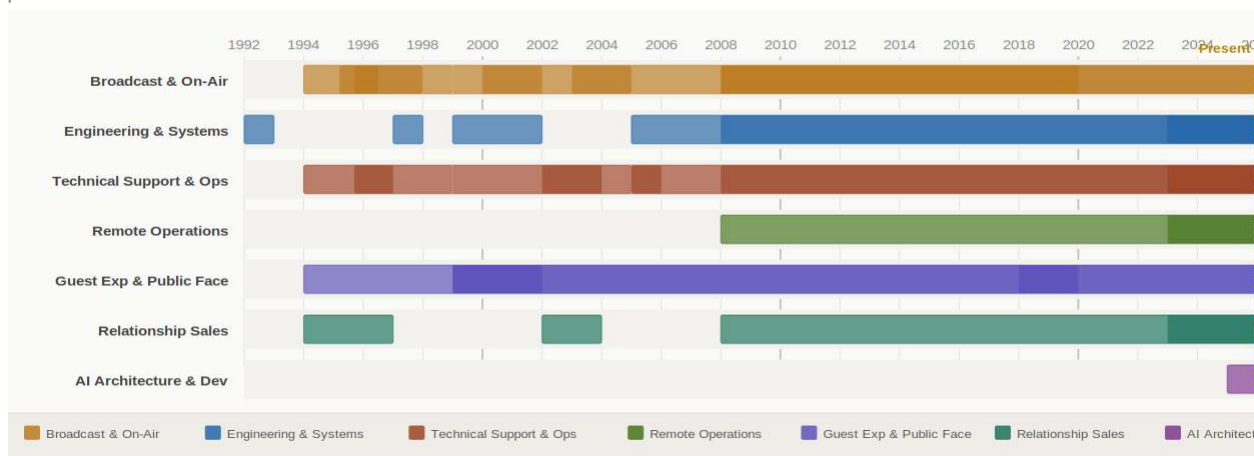
RSS for 18 school districts. Designed for voice-tracked pre-recorded delivery. Custom editorial badge system. End-state: 5am automated pipeline, password-gated subscription product scalable to regional radio intelligence cooperative.

- Platform Fluency: Claude (primary), Gemini, Grok, ChatGPT — each assigned per capability fit based on stress-tested behavioral performance. Local deployment: LM Studio, Qwen, Gemma — dedicated AI lab hardware Q2 2026. Adversarial track record: Claude maintenance mode 6–7 instances; Gemini/Grok failure states documented; ChatGPT breaks under standard collaboration. Concurrent management: BEDAMD, Meem’s, WCDO Daily, JnGmedia.com build running simultaneously.

Key AI Skills (ATS): Prompt Engineering • AI System Architecture • Multi-Agent Orchestration • Cognitive OS Development • Domain Grounding • Variable-Rate Grounding • Agentic Workflows • RAG Alternative Architecture • Local LLM Deployment • Claude • Gemini • Grok • LM Studio • AI Image Generation • AI Video Generation • Character Design • Brand System Development • Broadcast AI Applications • AI Editorial Systems • Automated Content Pipeline • AI Product Development • Adversarial Prompt Testing • AI Red-Teaming • Reverse Engineering via Stress Testing • Diagnostic Systems Methodology • Concurrent AI Project Management • Digital Transformation • Workflow Automation

THE SEVEN TRACKS — VISUALIZED

Color blocks show active engagement per track. Overlapping blocks show simultaneous parallel work. Density increases toward present.



CAREER TIMELINE

The full record — concurrent roles reflect simultaneous engagement, not transitions.

- 2023 – Present **Gearhead — Technical Support & Sales** — MotoSport.com (Fully Remote)
- 2008 – Present **Owner & President** — JNG Media, Tavares FL (Fully Remote)
- 2005 – Present **PD / Traffic Mgr / Ops Mgr / Engineer** — WCDO AM/FM — WCDO Broadcasting, Sidney NY
- 2018 – 2020 **Guest Experience Manager** — Stage Stop RV Resort, Winter Garden FL
- 2006 – 2008 **Assistant Service Manager** — Butler Auto Sales, Sidney NY
- 2005 – 2006 **Counter Sales / Parts Specialist** — NAPA Auto Parts, Sidney NY
- 2002 – 2004 **Technical Service Rep — Multi-Line** — DESA International, Bowling Green KY
- 1999 – 2005 **Multiple Roles** — Commonwealth Broadcasting / Anderson Broadcasting, KY
Magic 106.7 WHHT — Afternoon Drive Host, Programmer, Community Mgr (2003–2005)
Big Red Radio Network (WKU Sports) — Studio Producer, Writer, Network Ops Mgr (2000–2005)
WKLX-FM / Anderson Broadcasting — Chief Operator, PD, Morning/Midday Host (1999–2002)
- 1999 – 2002 **Courier — Medical Logistics** — ABCO Courier Service, Bowling Green KY
- 1998 – 1999 **Programmer / Music Director / Afternoon Drive** — Key Broadcasting — WAIN AM/FM, Columbia KY
- 1997 – 1998 **Precision Machinist** — Vuxi Industries, Sidney NY
- 1995 – 1998 **Swing Shift FM / PD-Ops AM / Production** — Butternut Broadcasting — WAAL-FM, WKOP-AM, Binghamton NY
- 1995 – 1998 **Weekend Host** — Wicks Broadcasting — WHWK-FM, WNBF-AM, Binghamton NY
- 1995 – 1997 **Asst Manager / Regional Parts Specialist / B2B Components** — Tandy Corporation (Radio Shack), Binghamton NY
- 1994 – 1996 **Nighttime & Weekend Host / Production Asst** — WCDO AM/FM, Sidney NY
- 1994 – 1995 **Driver / Lot Attendant / Vehicle Prep** — Scoville-Meno Chrysler Plymouth Dodge, Sidney NY
- 1994 – 1995 **Sales Specialist** — Radio Shack Franchise, Sidney NY
- 1992 – 1993 **PC Assembler / Clerk** — CPU Industries, Bainbridge NY

PROFESSIONAL ASSOCIATIONS & VOLUNTEER ACTIVITIES

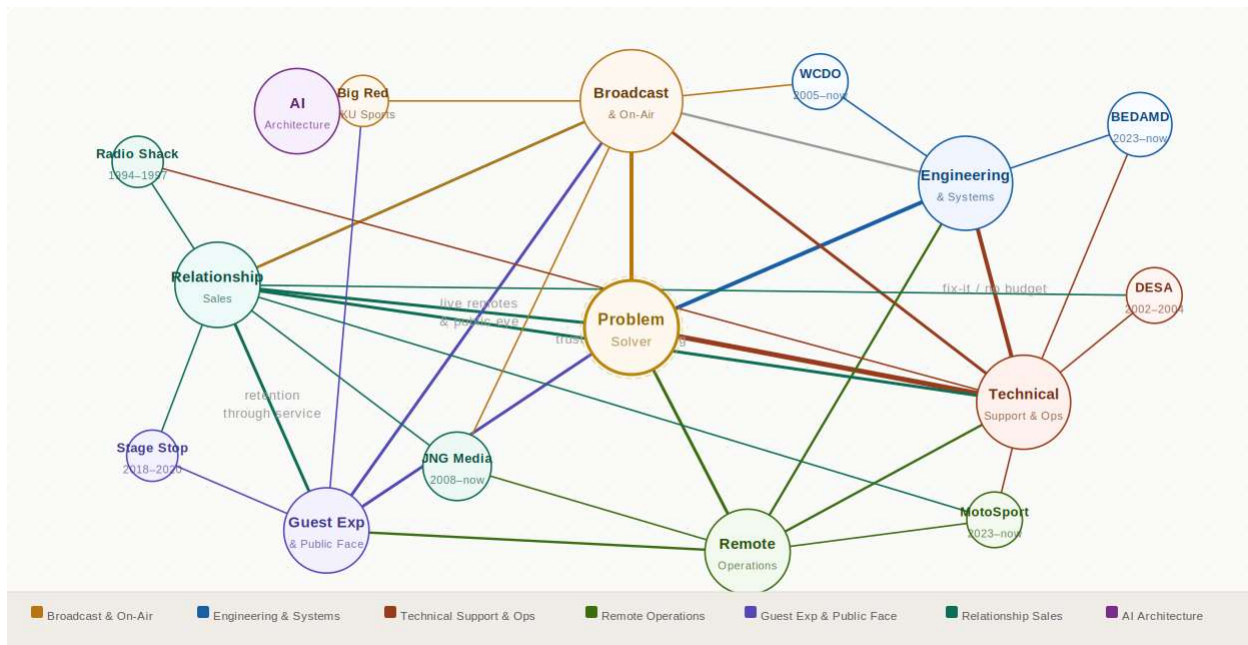
Kentucky Broadcasters Association — Member, 1998–2005
 Capitol Arts Alliance — Programming Advisory Board, 1999–2005
 Barren River Imaginative Museum of Science — Board of Directors, 2000–2003
 Bowling Green & Warren County Professional Marketers Association, 2001–2003
 United Way Festival of Trees — Planning Committee & Logistics Coordinator, 2003–2004
 Junior Achievement Mini-Corvette Challenge — Promotion Coordinator & Technical Advisor, 2001–2004
 Downtown Redevelopment Authority Concert in the Park — Planning Committee, 2000–2002

EDUCATION & TRAINING

Remington Power Actuated Tools — Certified Instructor (DESA International)
 Tandy / Radio Shack Corporation — Corporate Training: Electronic Part ID & Substitution, Communication System Design & Installation, AC/DC Wiring, A/V & Surround Sound System Design, Computer Troubleshooting & Repair, Customer Service & Sales Support
 2 Years, Building Trades — Framing & Finish Carpentry, Masonry, Electrical, Plumbing
 Industrial & Precision Equipment Operation — CNC lathe/mill, MIG/ARC welding, plasma cutter, drill press, forklifts, all-size vehicles

CAREER AT A GLANCE — SKILLS WEB

Six parallel competency tracks, 30+ years. Every node is a skill domain. Every edge is a real connection. The center is the through-line.



References available upon request | jngmedia.com | studio@jngmedia.com