

# JAMES D. KNIGHTEN

## CONTACT

**Address :** Concord CA 94518

**Phone :** (925) 695-5299

**Email :** jamesdavidknighten@gmail.com

## SKILLS

- Technical support
- Technical documentation
- Team management
- AV Equipment Management
- Data Entry
- Problem resolution
- Supervision
- Organization
- Graphic design
- Web design
- Keyboarding
- Microsoft Office
- Photoshop
- Computer Aided Design
- Keyboarding
- Photography
- POS
- Sales
- Video Production

## PROFESSIONAL SUMMARY

Collaborative Audiovisual Technician aiming to fulfill an opportunity where background in troubleshooting is aptly utilized. Skilled in offering quality-driven service for client systems. Offering a strong background in communicating with clients to foster loyalty and satisfaction.

## WORK HISTORY

**Lead A/V Technician, 01/2017 to Current**

**AVT - San Ramon, CA**

- Configured and remotely managed private networks.
- Troubleshoot user devices and researched solutions.
- Programmed and designed UI systems for lighting, power, remotes, and camera systems.
- Delivered, set-up, and provided outstanding technical support of departmental audio visual equipment.
- Delegated tasks to team members for efficient and high quality results.
- Meet and Greet with clients and evaluated end user needs and expectations.
- Wrote technical documentation for end-user and technicians regarding the operation of equipment.

**Guest Service Associate, 03/2013 to 09/2016**

**Encore Hospitality Services - San Francisco, CA**

- Greeted and assisted guests and visitors entering and leaving hotel.
- Supplied guests with directions and information about amenities and services.
- Anticipated guests' service requirements.
- Actively listened and responded to guest questions.
- Thanked guests with real admiration and provided a fond departure.

**Night Manager, 07/2012 to 02/2013**

**Towne Park - Walnut Creek, CA**

- Greeted guests and employees in a smiling and welcoming manner.
- Anticipated guest requirements and demonstrated a genuine desire to meet and exceed them.
- Responded to all guest and visitor inquiries and resolved complaints accordingly.
- Assisted and thanked guests upon departure.
- Followed set procedures and kept office organized.

**Computer Salesman, 02/2012 to 07/2012**

**Fry's Electronics - Concord, CA**

- Helped customers complete purchases, locate items and join reward programs to promote loyalty, satisfaction and sales numbers.
- Answered questions about store policies and concerns to support positive

customer experiences.

- Replenished sales floor merchandise and organized shelves, racks and bins for optimal appearance.
- Listened to customer needs and desires to identify and recommend optimal products.

**Busser, 08/2011 to 09/2012**

**Moscone Center** - San Francisco, CA

- Clean, set and reset tables.
- Collect and deliver dishes to the kitchen for cleaning.
- Serve beverages and refill promptly.
- Clean stations keeping in mind sanitation measures.
- Stock supplies such as cutlery and dishes.

**PT Sales / Engraver / Shipment handler, 09/2011 to 07/2012**

**Things Remembered** - Concord, CA

- Provided excellent customer service.
- Engraved items for customers to their specifications.
- Memorized promotions/store offers.
- Operated store alone when needed.
- Unpacked and Organized store products.
- Sold products to meet quotas.
- POS system experience.

**Decorator/Server/Host/Busser, 01/2008 to 05/2010**

**Saldana Photography** - Pittsburg, CA

- Provided assistance with wedding and birthday decorations.
- Compiled photo albums and videos for customers.
- Catered for the events and bussed tables.
- Interacted with customers professionally.

**Caterer/Server/Busser, 01/2007 to 01/2009**

**Absolutely Fab Catering**

- Catered ceremonial events and business meetings.
- Set up and decorated halls for customers.
- Met constantly changing deadlines.

## EDUCATION

2014

**Diablo Valley College** - Pleasant Hill, CA

Electrical Engineering, 2011

**Los Medanos College** - Pittsburg, CA

**High School Diploma** : 2009

**Pittsburg Senior High School** - Pittsburg, CA