

PROFESSIONAL SUMMARY

- 6+ years Technical work in multiple aspects of professional live event productions
- 2+ years Installing permanent corporate and professional low-voltage A/V systems (BiAmp, Crestron, AMX)
- 5+ years of Managing security for conventions and 10+ years experience in physical, uniformed security
- 7+ years working with Google Suite
- 10+ years working in and troubleshooting a Windows Environment
- 8+ years working with android devices

PROFESSIONAL EXPERIENCE

Parasol AV LLC, Glen Allen, VA

01/25/2021 – Present

(Dedicated Support Specialist)

- 24/7/265 Monitoring service for complex AV systems, primarily residential, very similar to a NOC
- Client systems monitored in OvrC and trouble tickets handled in Zendesk
- Extremely fast-paced and rapidly changing start-up environment

Everise, 490 e capovilla ave, Las Vegas, NV

08/2020 – 01/23/2021

(Tier-1 Tech Support)

- Responsible for front-end consumer tech support for a major mesh wi-fi systems manufacturer
- Experienced with Zendesk, Looker, Okta, and BrightPattern as part of day-to-day operations

Audio Integrations, 6001 S. Decatur Blvd, Las Vegas, NV

10/2019 – 04/2020

(Low Voltage Technician)

- Responsible for the installation and maintenance of commercial and residential A/V systems
- furloughed due to COVID-19 slowdowns and restrictions

InGenius Solutions, Redwood City, CA

01/2019 – 06/2019

(Field Technician, Dispatcher)

- Responsible for maintenance of complex commercial A/V systems, IT experience crucial
- Participated in multiple A/V system installations for major corporate client
- Active contractor with company from 01/2018 until 02/2020

Independent Contractor, Las Vegas Area

01/2017 – Present

(A/V technician work for live events, commercial A/V, and IT contracting)

EDUCATION/TRAINING

- OSHA 30 card, acquired April 2018
- Audited and Fingerprinted by NV Gaming Commission for temp employment at The D casino 05/2018
- Audinate Dante level 1 Certification
- BiAmp TesiraForte Certification
- Shure Audio Institute "Wired Microphones 101"
- Shure Audio Institute "Networking Basics for Audio Professionals"
- CompTIA A+ (Basic computer hardware and network troubleshooting)
- 500+ hours of CompTIA classroom training
- Bunker Hill Community College, 2005-2010
- Military Veteran, US Army, 11B (Rifle Infantry), No Deployments, 2010-2012