MARK TUAZON

Seattle, WA

(305) · 490 · 0495 ◇ mark.tuazon@gmail.com

https://www.linkedin.com/in/markjtuazon/

WORK EXPERIENCE

Moss Adams LLP April 2019 - July 2020
Audio Visual Specialist *Seattle, WA*

· Audio Visual (AV) Specialist, as part of the Network Operations (NetOps) team, focused on real estate and office-related AV projects including, but not limited to, new office AV builds, retrofitting of existing offices with updated Cisco collaboration endpoints, managing and deploying AV room equipment, summarizing Moss Adams AV standards to be used by AV installers, and supporting users with troubleshooting of existing room AV, Cisco Meeting Rooms, Webex, and Jabber issues.

· Assisted in the design and deployment of new AV technology installations for office moves through consultation with vendors, pre-configured Cisco Webex room systems on Cisco Unified Communications Manager (CUCM) and Telepresence Management Suite (TMS), worked with onsite AV installers, and conducted final quality assurance tests with AV installers to meet Moss Adams AV standards.

· Worked with Real Estate project teams and NetOps to help bring up new sites such as Dallas, TX and Phoenix, AZ offices (with up to 30 Cisco Webex systems at each site) during first 3 months on job which included pre-configuring systems with NetOps team, assigning E164 numbers to systems, and visiting new office builds during and after installation to ensure builds met Moss Adams standards. New office builds included rooms with types including small, medium, large conference rooms, huddle sitting/standing rooms, focus rooms, and multipurpose/training rooms.

· Worked on and completed 14 Retrofit projects for existing offices such as Irvine, CA, Denver, CO, and Los Angeles, CA which included establishing AV needs and requirements, working with real estate and AV vendors to ensure delivery of projects, and working directly with AV vendors for design of rooms, ordering of equipment, ensuring equipment delivery to site, and testing after installation.

· Worked with AV design vendor to standardize Moss Adams AV requirements and compile in accessible and navigable Excel workbook, including bill of materials, single-line diagrams, and power distribution unit (PDU) cable configuration.

· Worked with Cisco for troublrshooting and completing RMA process of defective AV devices, as well as work with AV vendors to replace systems or parts when necessary.

· Liaised directly with users at main Seattle office, as well as remotely with our other 31 offices for any AV issues such as monitor malfunctions, call failures, microphone and speaker issues, camera issues as well as Jabber and Webex issues.

· Helped support All Hands meetings by ensuring rooms were operational (including PC share functions, microphones, speakers, and cameras) and Webex meetings ran smoothly for C-level executives.

Intellidyne LLC (Contractor for Defense Health Agency, DHA) January 2018 - March 2019
Audio Visual/Video Teleconference Engineer *Falls Church, VA*

· AV/VTC Engineer with duties that expand from AV/VTC Technician to include installation of VTC rack equipment, remote site maintenance, monitoring and registration of sites to Classified SIPRNet gatekeeper, and diagnosing and resolving network issues in a primarily Cisco VTC environment through assistance of local and remote firewall and network teams.

· Served as primary technical point of contact when standing up new VTC systems including configuration of systems and STIGing of devices (Security Technical Implementation Guide provided by Defense Information Systems Agency - DISA).

- Troubleshot hardware issues experienced from CODEC as well as network issues by analyzing log files, capturing and analyzing packets.
- Provided preventative maintenance to ensure rooms and systems are operating optimally.
- Worked with manufacturer vendors to service equipment and resolve high-level issues.
- Ensured connectivity to Flag Officer meetings to include the DHA Director, Vice Admiral Raquel Bono, up to the Acting Assistant Secretary of Defense for Health Affairs, Thomas McCaffery.
- Actively sought to optimize workflow and increase efficiency in the day-to-day operations by making necessary changes for the betterment of the team, to include shared mailbox organization, education of team members, and creating documentation and standard operating procedures.

Intellidyne LLC (Contractor for Defense Health Agency, DHA)   June 2016 - Decemeber 2017
Audio Visual/Video Teleconference Technician   *Falls Church, VA*

- AV/VTC Technician, as part of a team of 10 personnel, provided technical video conferencing scheduling, network support, and troubleshooting for Defense Health Agency (DHA) as part of Health Information Technology Services.
- Provided non-secure scheduling support through email and phone with the Video Network Center (VNC) in San Antonio for their bridging services on on CISCO MCU′s (MSE series).
- Supported video conferences, non-secure and secure (up to US SECRET), daily by preparing conference rooms and equipment to be used, ensuring optimum performance of audio and video capabilities.
- Configured, managed, and troubleshooted equipment in conference rooms including, but not limited to, CODECs, HDMI switchers, HDMI transmitters/receivers, audio amplifiers and mixers, projectors and monitors, cabling for about 200+ systems locally. Remote management of about 25+ systems through use of CISCO Telepresence Management System (TMS).
- Created, documented, and resolved issues through the use of Remedy tickets.

CACI Inc. (Contractor for DISA SE35)   May 2014 - May 2016
Telecommunications Analyst 2   *Falls Church, VA*

- Tier III Technician and part of a team of 7 personnel in direct support of DISA′s Video Network, DISN Video Services (DVS-G) and new Global Video Services (GVS).
- Provided customer service support for troubleshooting for over 4,000 DOD and Non-DOD registered customer sites.
- Directly assisted customers via phone and email concerning the registration and renewal processes, and provided IA guidance set forth by the Joint Interoperability Test Command (JITC).
- Provided troubleshooting support for Cisco, Tandberg, Polycom, and Vidyo products including Codecs, MCUs, gatekeepers, gateways, and SVC desktop applications.
- Provided remote support for troubleshooting of video teleconferencing equipment, both on H.320 and H.323 Transports.
- Provided troubleshooting support for Unclassified and Classified ISDN Conferencing (H.320) as well as the DOD′s IP Network; Unclassified NIPRNet and Classified SIPRNet (H.323).
- Assisted in H.323 gatekeeper and H.320 to H.323 gateway implementation and testing as well as H.323 to H.264 (SVC) gateway implementation and testing.
- Assisted in Customer H.323 gatekeeper registration and H.323 gatekeeper neighboring.
- Provided customer guidance on E.164 numbering plan implementation.
- Assisted in Ports and Protocols management as well as firewall ACL management for customer traversal through DISA′s video network.
- Provided technical assistance in product selection of necessary components, installation and configuration of hardware and software, as well as instruction on use and capability of products and services.
- Provided support for cryptographic troubleshooting of NSA Standard encryption devices, such as the KIV-7M and KIV-19M.

TECHNICAL STRENGTHS

Technology	Cisco Webex (including Room Kit series devices, Telepresence devices, and software), Cisco Unified Communications and Collaboration, IP phones, Polycom, Vidyo, Biamp Audiaflex, Wireless Microphones, AMX, Crestron, PTZ Wall Cameras, VBrick
Hard Skills	Video teleconferencing, installation, configuration, troubleshooting, and update firmware of VTC, install rack equipment, pull and lay cables, install projectors and mounts, replace lamps/filters as needed, adjust video and audio parameters according to client requirements, splice and crimp network cables
Network and VTC Protocols	H.320, H.323, H.264 (SVC), SIP, SSL, TLS, AES, TCP, UDP
Cryptography and Security	Access Control Lists (ACL), KIV-7M, KIV-19M
Microsoft Office	Excel, Outlook, PowerPoint, Word
Software	Cisco Jabber, Webex, Zoom, CUCM, TMS, VidyoDesktop, Remedy Ticketing System, Skype for Business, Microsoft Lync, Solidworks CAD

CERTIFICATIONS

Cisco Certified Network Associate - CCNA July 2020 - July 2023

Certified in knowledge and skills related to network fundamentals, network access, IP connectivity, IP services, security fundamentals, and automation and programmability.

CompTIA Security+ April 2017 - April 2020

Previously certified for IT security with knowledge relating to risk, risk mitigation, information and operational security, confidentiality, integrity, and availability, ability to troubleshoot security events, and operate with an awareness of applicable policies, laws and regulations.

EDUCATION

Florida International University December 2013
B.S. in Mechanical Engineering

Florida Academic Scholars Award
Presidential Scholarship