**Blair Gray**

Conoga Park CA

818-390-5270

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**Summary:**13+ years of progressive experience as Managing Studio Engineer, Networking and Desktop Support

Specialist, including:

* Experience in audio, video setups for live performances, conventions and corporate conferencing, utilizing amp racks, flying speaker clusters, lighting systems and medium and large format projection units and flat panel video arrays.
* Expertise in analysis, design, development, installation and testing of complex computer software, hardware and Audio Video systems
* Technical helpdesk support on all Tier Levels, via remote desktop, phone, web portal, VPN based and onsite access.
* Exceptional analytical, organizational, communication, and interpersonal skills
* Migrations, workstations and laptops setups for new/current employees; system configurations network connectivity assurance and email, database and file server client service access.

**Technology** **Software**: Windows 9x/NT/2000/XP Vista, Windows 7, 8 and 10 32/64bit Workstation and Server 2003, 2008 and 2012, Active Directory, Hyper-V, VMWare, , Microsoft Exchange Server 2003 to 2010, POP and IMail, SharePoint Designer 2007 & Portal Server, I-mail, Marimba CMS,, SQL 2000-08, Microsoft Office 98 to Office 365, Backup Exec, EAUS Todo Backup, Carbonite and CrashPlan online backup, Adobe Acrobat, Photoshop, Macromedia Dreamweaver, FrontPage 2003, Symantec Ghost, Adobe Premier, After Effects, Encore (DVD authoring), Canopus Pro Coder, Steinberg Nuendo, Digidesign ProTools, Remedy Desktop Support Ticketing System

**Hardware**: PC’s, Laptops, Mac, Dell, HP, Gateway and Clones, VPN, DSL, Mac OS 6-10m, Ethernet, Token Ring, Cisco 1700 & 2600 and Meraki Series Routers, Flukes, Motherboards, processors, memory chips, power supplies, video and sound cards, hard drives, floppy drives, CD-R/RW, DVD drives, backup tape drives, scanners, modems, cameras, and a variety of printers. FireWire, PCI, and USB based multi-track audio recording devices as well as Digital Rapids digital video input, synchronization and encoding hardware devices for real-time web streaming, projection units, sound systems for large and small venues, power distribution units (PDA’s) 16, 24 and 32 channel 8 and 16 bus mixing consoles with compressors, microphone preamps, wireless in-ear monitoring systems, speaker arrays and side fill systems.

**Ticketing Systems, Protocols & Steaming Technologies:** ODBC, TCP-IP, VoIP, IIS5-7,

Microsoft Media Server, Flash Streaming Server Services, VPN, VNC, RDP, Kaseya, AVG CloudCare, AVG Workspace, Logmein, TeamViewer

**Professional Experience**

# 2014-Current - 1099 Contracts (Video Tech Services, Jepson Tech & Infinite PC Tech, Lyft and Uber)

* Customer service (4.9 to 5.0 rating)
* Financial Management
* Tax Management
* Asset Management and Maintenance
* Vehicle Support and Management
* Pro audio speaker cluster setup
* Power Amp array configuration and setup
* Mixing Console setup and operation
* Video projection and flat panel array setups
* Domain Engineering, Development and Administration
* Active Directory Services
* Hyper-V VM Setup, Configuration Management and Replication
* Roaming Profile Creation
* Remote Desktop Support, Mac and PC environments
* Document Software and Hardware procedures
* Software and Hardware Support and Training (Documentation, Video and On Site)
* VoIP Phone Systems Setup, Training, Management and Support
* Logmein, Kaseya, WebEx, AVG Workspace and Cloud Care services setup administration and management
* Doctor and Dental Office hardware and software from Schick Sensor, ScanX xRay configuration and setup, Eaglesoft, Dentrix, Mogo and eClinnical Software setup, configuration and support as well as proprietary databases for lawyers, doctors and architectural firms
* Supporting both Mac, Androids, iPads and PC.
* Break Fix PC’s and Mac hardware

# 2012-2013 - ANS – IT Resources / Celeritys Charter Schools

* Manage all tier level desktop support on PC, Mac, iPad and Android Tablets
* Image laptops and desktops using hardware and network based cloning systems
* Deploy, attach and configure Cradlepoint wireless access points
* Rack and configure HP ProLiant Servers, APC UPS’ and Belkin KVM’s
* Deploy and configure Cisco Wireless Access Points
* Build and Set up laptop carts and deploy to classrooms
* Configure Xerox enterprise class printers/copiers
* Install and configure and support Windows XP, 7, 8
* Install Microsoft Office 2007 to Office 365
* Set up Microsoft Outlook on Exchange Server 2010
* Use Spiceworks support ticketing system
* Install, configure and operate audio and video systems for the campuses

# 2008-2012 - Central Parking Systems and IT Staffing Agencies, Los Angeles, CA

*Network & DESKTOP SUPPORT FIELD TECH*

Same position and responsibilities (2000-2006)

# 2006-2008 - Parents Television Council

*IT Manager and Audio/Video Engineer, Producer*

* Manage IT department and server as desktop support contact
* Installed Windows 2003 Server 64bit and 32bit on Dell 2950 Servers
* Configured Domains for file servers, web server, Exchange 2007 and SQL development
* Set up security policies on all servers as well as configuring VPN and remote desktop access through Sonic Wall firewall services.
* Installed and populated Exchange Server 2007 through child domains using Active Directory
* Set up and managed ShoreTel IP phone, fax and conferencing services (VOIP)
* Trained users on ShoreTel phone fax and conferencing system
* Set up remote desktop user for database connection via IP forwarding through Sonic Wall firewall.
* Set up Sonic Wall VPN
* Setup VoIP Audio/Video conferencing systems for national conferencing.
* Edited video using Adobe Premier Cs3
* Created DVD content using Adobe Encore Cs3
* Recorded talent with green screen and composited with video backgrounds.
* Administrate and support Blackbaud suite of Raiser’s Edge
* Recommend and purchase software through Microsoft Volume Licensing and TechSoup Non-Profit Software distributions
* Recommend and purchase hardware from online vendors for Executive and Remote Support staff.
* Support users of Razor's Edge Donor Management software.
* Cloud computing via VMware v7 and ESX server on HP and Dell platforms

## 2000-2006 - Central Parking Systems and IT Staffing Agencies, Los Angeles, CA

*NETWORK & DESKTOP SUPPORT FIELD TECH*

* Served as the level 1 to level 3 point of contact for resolution of desktop/workgroup-related problems in a multi-location WAN environment. Troubleshot, researched, diagnosed, documented, and resolved technical issues surrounding Windows 98, NT, Windows 2000/XP Professional and Windows 7, MS Office, e-mail, Internet connections, and hardware/peripherals.
* Managed user/computer accounts in Active Directory. Created, modified, and deployed system images through SMS Deployment Systems.
* Earned a reputation for quickly responding to trouble tickets, prioritizing user requests, and resolving complex issues.
* Built and set up workstations and laptops for remote sites and configured systems, ensuring network/internet connectivity.
* Set up “Blackberry’s” and synchronized with Lotus Notes and MS Outlook email client and troubleshot mail client issues from server connectivity to users’ desktop
* Built servers for up to 50 users, wired buildings and set workstations to connect. (Windows 3.11 peer to peer to Windows 2003 Enterprise Server)
* Lead Teams of 5 to 10 during large system roll-outs and data migrations at local and out of state locations.
* Plan and perform in-house and on-site customer training
* Perform front-line technical support to customers
* Research, diagnose, and troubleshoot customer technical issues via phone, web, and e-mail
* Develop and maintain accurate records pertaining to customer orders and contacts
* Write technical documentation
* Assist with hardware warranty and repair
* Set up and tested hardware and software
* QC customer orders for accuracy and suitability
* Manage multiple issues simultaneously

**Contracts & Agencies**

* 1. Fox Studios (Pico Blvd)
  2. Paramount Studios (Melrose)
  3. Bobbitt Publishing
  4. Deloitte & Touche,
  5. Camloc Fairchild (aerospace)
  6. JPL (Azusa)
  7. Digital Graphics Advantage
  8. Blue Cross of Woodland Hills
  9. Washing Mutual / Chase
  10. Citi Bank
  11. Aon USA (AIS insurance group)
  12. Honda Motor Corp
  13. Design Strategy staffing
  14. Smart Source
  15. Volt
  16. Thor
  17. Remedy
  18. Consultis

**Education**: Radioman “A” School - US Naval Academy

Diablo Valley College - AA, TV Communications and Production