



HAROLD DEAN ELDRETH II

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OVERVIEW

Versatile technical specialist with 20+ years of expertise in developing innovative tools, optimizing workflows, and solving complex technical challenges. I leverage deep technical knowledge and creative problem-solving to enhance productivity, automate processes, and improve system efficiency. While my focus is on technical excellence, I also excel at mentoring teams, streamlining operations, and fostering a collaborative environment that drives continuous improvement and high-performance results.

EXPERIENCE

TEAM LEAD APPLE PROJECT, KELLY SERVICES – 2015-2025

- AppleCare Leadership Award winner (2023) for outstanding performance & contributions.
- Spearheaded and developed the AppleCare support team contract by coaching, evaluations, and training to align goals and metrics across Canada and the United States.
- Utilized Apple proprietary applications, Microsoft Office Suite, Salesforce, Argus, and Pipkins for data management, reporting, and record-keeping.

AUDIO ENGINEER & DESIGN, INDEPENDENT CONTRACTOR – 2002-PRESENT

- Delivered high-level audio services for clients like ESI, AVSS, & University of South Florida.
- Produced a five-star rated Apple podcast, captivating a global audience.
- Created and edited digital graphics for musician promotions, album artwork, and online platforms such as RedBubble, enhancing brand visibility and engagement.

LIVE SOUND ENGINEER, BUSCH GARDENS TAMPA – 2007-2015

- Strategized and led training programs that streamlined operations, reduced issues, and boosted employee satisfaction through improved processes and contingency plans.
- Delivered high-quality live sound experiences for audiences at events, theater performances, concerts, and comedy shows using analog and digital audio equipment.

TRAINING COORDINATOR, STREAM GLOBAL SERVICES – 2006-2007

- Facilitated the onboarding and support for employee accounts.
- Implemented training programs and streamlined performance metrics, enhancing efficiency across Dell and AOL contracts.

A/V TECHNICIAN, SEMINOLE HARD ROCK HOTEL & CASINO – 2004-2006

- Elevated audience experience through sound and lighting operation during live events.
- Optimized event execution by installing, maintaining, and repairing A/V equipment.
- Enhanced guest satisfaction by efficiently handling A/V requests.

EDUCATION

- University of Phoenix Leadership Training
- Digico Master Class
- SynAudCon Sound Reinforcement
- Yamaha Master Class
- High School Graduate

SKILLS

- Rapidly adapts to new software across Linux, macOS, and Windows,
- Expert in troubleshooting and innovative problem resolution.
- Laser-focused and results-driven, ensuring projects are completed on time.