

# Tom Metz

## Lead UC Engineer - Symantec

Mountain View, CA - Email me on Indeed: [indeed.com/r/Tom-Metz/abe6e6056ac8978b](https://www.indeed.com/r/Tom-Metz/abe6e6056ac8978b)

### UC Engineer

#### Knowledge, Skills, and Abilities

- Producer, Webinars, WebEx SME of all Video conferencing technology and Architecture Cisco Telepresence, Lifesize, Polycom
- WebEx and Jabber User Management Administration and Training
- Configure and troubleshoot Cisco TP endpoints via Cisco TMS/VCS/CUCM
- Project Management for Conference Room Design and Deployment
- Telecom/VoIP Services Cisco Unified Communications Manager
- Provide detailed end-to-end C-Level White Glove support for board meetings which often require broadcast over dozens of Cisco endpoints via TMS and WebEx.
- Wireless telephony Ascom, Vocera, DAS
- ITIL Terminology Change Management Processes
- Digital signage AppSpace, BrightSign
- Interops gateways (H323, SIP)
- Knowledgeable of PHI/HIPAA/OSHPD compliance standards
- Tier 3 end user support for all Unified Communications collaborative applications, mobile devices, video, and voice

### WORK EXPERIENCE

#### Lead UC Engineer

Symantec - Mountain View, CA - June 2015 to Present

Deployment and support of all Unified Communication collaborative services including Cisco WebEx, Jabber, Spark and Cisco Telepresence conference units while conducting POC scenarios with collaborative applications. Also, currently utilizing Change Management ticketing for internal approvals of new and updated Cisco collaborative products to be adopted for wide spread internal deployment within Symantec. Work directly with Cisco vendor to vet and trouble shoot latest versions of WebEx, Jabber, Spark and other potential widely adopted collaborative platforms. Also, provide updates to internal intranet IT help pages, training videos as well as company-wide employee facing digital signage. Provide management and directives to internal L2 support teams with our latest findings from our internal and external Cisco sources. Provide White Glove C Level support as needed, produce all hands Web Casting events, manage user training and general team operations when necessary.

#### AV Project Manager

Airbnb - San Francisco, CA - May 2015 to June 2015

Support deployment of new Cisco WebEx, Jabber and TMS platform for new conference room implementation. Document processes and procedures, Provide global project management and installation for video conferencing and A/V equipment. Provide smooth exit strategy away from Vidyo platform. Support technology from end to end for large monthly meetings providing Livestreaming and post production. Travel abroad as needed to partner with local integrators for AV installation management.

#### Unified Communications Specialist

Stanford Hospital & Clinics - Palo Alto, CA - October 2012 to May 2015

Work with PMO as Subject Matter Expert emphasis on design of Virtual Tumor Board conference rooms controlled via WebEx Enabled Telepresence, from concept to deployment. C-level physician and executive support. WebEx/Jabber/Blue Jeans/ MicroSoft Lync administrator Support/Training. Manage Cisco and other Unified Communication vendor roles within SHC, Work with remote users (internal and external) to successfully connect with existing video conferencing equipment, BrightSign/AppSpace configuration and deployment. Perform Unified Communications software and hardware upgrades, Document processes and procedures, Provide project management and installation for video conferencing and A/V equipment (Cisco Telepresence). Configuration of network and video protocols (TCP/IP, H323, SIP), Remote session for backend configuration (CLI), Knowledgeable of infrastructure security risks, Manage high profile meetings and events (Virtual Tumor Board, Telemedicine, CEO's Monthly Management Meeting, Town Hall, Space Planning)

### **AV Project Coordinator**

FaceBook - Sunnyvale, CA - July 2010 to October 2012

Assembled and installed proprietary Google designed WebEx Enabled collaborative codec systems for collaboration rooms. Monitor and verify the installation of conference room technology at Google and FaceBook in each phase of project from early stages of construction through room integration and testing. Facilitated final sign off of technology with Google staff of new rooms throughout entire campus.

### **Installation Specialist**

Stryker Communications - August 2008 to June 2010

Subject Matter Expert oversaw full integration of operating rooms for surgeons at major healthcare facilities throughout west coast installing mainly Stryker Switch Point Infinity Audio /Video Routers, PTZ Cameras, Visum Led Surgical Lights and Endoscopic Cameras and worked multi point conferences via PolyCom systems. As Lead Installer for multiple projects, pulled and terminated cables through conduits, hung booms and suspensions from ceilings resulting in multimillion dollars in revenue. Supported Networking, video HUB setup, Cisco telepresence architecture, utilized Cisco TMS, multi-format cable terminations, with ability to trouble shoot, and diagnose under strict deadlines often in a live operating room with patients present.

### **AV/IT Specialist**

Wharton Business School - San Francisco, CA - June 2006 to August 2008

Classroom Technologies included Tandberg Teleconference, WebEx Communication Inc. (pre Cisco) setup and implementation supported interoperability between Cisco and Office Communications Server as well as to provide interoperability with proprietary school and University systems for general multipoint management. Interface with professors and students during presentations providing Audio Visual production. Maintained video hub, and class room PTZ cameras.

### **AV IT Specialist**

Wells Fargo Bank Headquarters - San Francisco, CA - March 2005 to May 2006

Manage all technical aspects of corporate events and provided White Glove support for CEO and other executives. Presentations include lighting, projection, audio support, power point presentations, WebEx collaboration, wireless connectivity and DVD presentations. Perform software installations and upgrades as necessary.

### **Video Editor/ Technician**

Eloquent, Inc - San Mateo, CA - February 2000 to February 2005

Captured and edited client-scripted content with accompanying graphics, audio and onscreen transcript to stream live to early web applications. As a pioneer in streaming technology, I maintained adherence to detailed

content approval process, adhered to deadlines and company guidelines for quality assurance and deadline assessment and ensured high standards for end deliverables

### **Public Relations Coordinator**

Electronic Arts - Redwood Shores, CA - June 1998 to January 2000

Reported directly to the Department Director of Communications, Collaborated closely with other Public Relations Coordinators, Researched periodicals and online sources to identify most effective opportunities, Created and regularly updating targeted media lists of key national and regional publications, Produced a daily online news brief and bi-monthly online newsletter, Planned and developed promotional and public relations events; making arrangements for venue, invitations, media advisories and materials for press conferences, teleconferences, and radio or blog tours. Wrote and edited press releases, executive summaries and other public relations outreach materials and produced reports for the Director and the Foundation's Board of Trustees. Maintained files of press releases and placements

### **Documentation Coordinator**

Sequoia Health Services - Redwood City, CA - February 1987 to April 1998

Managed and coordinated hospital and physician medical records, making contact with more than 50 physicians daily. Organized and created database system for medical records and ensured timely, accurate transfer of highly confidential information.

## **EDUCATION**

### **BA**

Communications Cal State East Bay