

NATHAN ALLEN

PERSONAL PROFILE

I am an energetic and dynamic individual with excellent communication, interpersonal and transferable skills. I'm a professional at all times and passionate about my work. I have a natural interest in technology, old and new. I am an organised individual who will use his own initiative. I am a hard-working individual who can work well under pressure as well as a strong team player. I am confident, committed and focused to achieve success.

KEY SKILLS

- Sound engineering: QL5, LS9, Allen & Heath
- Events management
- Video & Audio conferencing system: Cisco, Zoom, GoToMeeting, VCS, Skype, Polycom, Portal
- IPTV installation/commissioning - Kodi, Media Star, Exterity, Fire TV
- AV installation/commissioning
- Software Development: JavaScript, CSS, HTML5, Python, Django, Bootstrap, Terminal, wireframing, Full Stack Web Development
- Software & Hardware experience:
 - Financial software: Oracle, SAP, E-Financials, Salesforce, Financial force.
 - AV: AMX, Crestron, QSC, AJA, Telmetrics, Roland V1200, Extron, Spyder
 - Audio & Video Software: Final Cut, Adobe Suite (Audition, Premiere Pro, Photoshop)
 - OS: Windows (including MS Office), Apple, Android (including Google Suite), IOS
 - Videography: Digital SLR (Nikon D5, Canon 550D), Professional Camcorder Sony PXW-FS7, Canon XF305

AUDIO VISUAL EMPLOYMENT

Sept 2019 – Present Schroders

London EC2

Freelance AV Tech/Engineer

- Covering AV Manager's absence for long term sick
- Leading a team of 5 to manage live events and BAU room support
- Communicate any issues regarding any system with service delivery teams
- Support project managers and technical teams with technical advice nationally
- Ability to review plans, installations and technical drawings
- Implementing new procedures and processes to improve workflow, with written documentation

June 2019 – Sept 2019 London Stock Exchange

London EC4M

Dedicated Engineer - Contract

- fault resolution, day to day administration, incident management, video conference scheduling, completion of MAC's and providing ongoing technical support where required.
- Interprets customer needs; assesses requirements and identifies solutions to requests

- Solving problems; taking a new perspective on existing solutions, occasionally identifying innovative solutions
- Explains difficult issues to non-technical end users including senior members and executive's and working to build consensus.
- Remote connections using TMS.

Mar 2019 – June 2019 Various Locations

London

Freelance Technician

- Commissioning at M&G Investment (prudential) Testing newly installed equipment, rectify, report and sign off meeting room equipment (skype, polycom trio, Logitech HD cam, Sony & Samsung TV).
- PMV at Aviva Investment
- Cover Technician for Pro AV
- Cover Technician for Digital Concrete
- Cover Engineer for Pro AV

Nov 2016 – Mar 2019 Pinsent Masons

London EC2A

Audio Visual & Video Production Specialist – Permanent

- Assist with the on-going review of the Audio Visual Service provision to identify areas of improvement
- Devising and implementing appropriate changes whilst ensuring client/customer needs are fully met. Develop effective customer relationships,
- Receive and respond to incoming calls, alerts and/or e-mails regarding AV software/hardware problems within recognised timeframes.
- Perform onsite analysis, diagnosis, and resolution of complex AV hardware problems for a variety of end users, and recommend and implement corrective solutions, including offsite repair as needed.
- Recording and editing google earth construction projects.
- Using Roland V-1200HD vision mixer, when streaming to other sites and recording events
- Using PTZ, smart devices and digital cameras for video recording in broadcast room and auditorium then editing the recording on Final Cut Pro
- Record and edit a weekly podcast using Adobe Audition
- Using CMS, TMS and MCU to solve video conference issues Troubleshoot AV issues using the appropriate testing tools; make basic repairs as necessary.
- Provide on-going training to internal staff and assist with preparing training material.

Sept 2016 – Nov 2016 IET Savoy Place

London WC2R

Digital Content & Audio Visual Technician - Contractor

- Digital Branding - Using Adobe Premiere & Photoshop Pro to create display images for guests
- Using IPTV (Kodi/Raspberry Pi) to display digital content to multiple rooms
- Patching links between ports to rack rooms/Extron boxes.
- Connecting media star to AMX allowing streaming to multiple rooms
- Setting up conferences in a 450 seater auditorium
- Using Allen & Heath mixing desk for microphone audio output to multiple rooms

Feb 2016 – July -2016 Moodys

London E14

Audio Visual Technician - Contractor

- Providing first line technical maintenance of equipment
- capturing, understanding and resolving problems as required

- Fault finding & rectification of AV/IT systems
- communicate with both technical and non-technical individuals
- Set up, operate and maintain AV/VC equipment.
- checks of the AV equipped meeting rooms, reporting all faults and escalating where required
- Connecting client's laptops to Wi-Fi / Projecting screens, setting up PowerPoint presentations.
- Cisco Video Conferencing throughout the organisation

June 2012 – July 2013 Electrosonic (Bank of America)

London E14

Audio Visual Technician - Contractor

- Installing and troubleshooting audio & video conferencing equipment within strict time constraints
- Supporting clients in the use of AV systems/equipment
- Setting up and operating audio and video equipment for high profile meetings/presentations
- Camera operating
- Preventative maintenance support and system checks
- 1st line in maintenance
- Events coordinating
- IPTV scheduling
- Powerpoint support
- WebEx and Skype support/scheduling
- Video streaming/On demand support (BOA Broadcast Channel)

EMPLOYMENT SKILLS & EXPERIENCE

Sept 2013 – Nov 2015 Terrapinn Holdings Ltd

London EC1N

Customer Service Account Executive

- Managing and maintaining a portfolio of events up to £1.2m
- Achieving targets of delegate, sponsorship and exhibition sales
- Converting online lead generations into sales.
- Ensuring the event revenue is collected and paid on time always before the events.
- Building and maintaining internally and externally relationships
- Being a first point of contact, liaising with clients to meet their needs.
- Business development management – gaining new clients at various conferences.

Jul 2013 – Sept 2013 Valuation Office Agency

London W1D

Credit Controller (FTC)

- Responsible for managing a portfolio of 800+ clients
- Achieving a monthly income recovery target of £15m
- Dealing with all queries and problematic accounts in a concise and timely manner
- Performing weekly and monthly reports, dunning letters and statements.
- Collecting from Other Government Bodies, local authorities and NHS
- Adhering to the Central Government policies and procedures such as Data Protection and Health and Safety

July 2011 – Sept 2012 Valuation Office Agency

London W1D

Credit Controller (FTC)

- Responsible for managing a portfolio of 600+ clients
- Achieving a monthly income recovery target of £0.5m
- Dealing with all queries and problematic accounts in a concise and timely manner
- Performing weekly and monthly reports, dunning letters and statements.
- Collecting from Businesses, local councils and NHS
- Built and improved a strong working relationship with both customers and colleagues
- Adhering to the Central Government policies and procedures such as Data Protection and Health and Safety

Feb 2009 – July 2011 Waltham Forest Council/VT Group Plc**London E4****Data Analyst (FTC)**

- Improve communication between local schools and the council
- Working effectively with a range of stakeholders (ONE-users, school office administrators and data managers) and ensure a consistently high and professional level of communication, advice and support
- Working proactively with colleagues in the Research & Information Management and data quality issues
- Resolving any data errors
- Manage data collection exercises from schools and other parts of the education service
- Presentation of any analysis work in graphical, table and text format.

Jan 2007 – Feb 2009 Great Ormond Street Hospital**London WC1V****Assistant Management Accountant/Project Credit Controller (FTC)**

- Project Management – Correcting and maintaining an outreach account.
- Producing 80 SLA's and half yearly invoices for NHS organisations
- Negotiating unaffordable rates were negotiated with general managers
- Liaise with account payable and general managers to collect debts of £80m
- Producing monthly financial statements for budget managers
- Maintain budgets for clinical unit making adjustments via journals.

2004 – 2007 Barclays Bank Plc**London N17****Customer Service Advisor**

- Referring customers to Personal Bankers for mortgage advice, higher interest accounts.
- Crediting and debiting accounts, bill payments Money
- Completing international money transfers and same day Domestic payments (Chaps), and account transfers.
- Working within a Team to complete everyday tasks
- Providing Statements, cheque books and credit books, completing direct debits and standing orders

EDUCATION**• 2019-2020 Code Institute****Online**

- HND Computer Software Engineer

• 2011-2012 College of Haringey, Enfield and North East London**London EN3**

- Access to Higher Education Diploma

- **2005-2006 Southwark College** **London SE1**
 - NVQ AAT
- **1997-2002 Holy Family Technology College** **London E17**
 - 10 GCSE's

PERSONAL INTERESTS

My interests and passions are an infusion of music and technology. It's important to me that I remain up to date with the latest technology (including various computer software) so I often find myself researching computer updates and attending exhibitions. I regularly host live events for venues of up to 800 people. I supply and set up the sound systems and often digital displays, to ensure the quality of the music is to perfection.

REFERENCES

Available upon Request

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