

Audio Visual IT Manager Audio Visual IT Manager Audio Visual IT Manager - Golden Entertainment
Las Vegas, NV Collaborated with team to build and wire 6,000 voice and data drops and links of
fiber between multiple buildings at the Nevada Cancer Institute. Lead teams through a redesign of
Caesars Palace and The Wynn penthouse control, audio and visual systems. Designed and wired
all low voltage at the East Side Cannery Casino Las Vegas. Built and wired the sound system for
Smith Center Las Vegas Manage A/V teams in seven hotel casinos located in Las Vegas, Laughlin
and Maryland ? Work Experience Audio Visual IT Manager Golden Entertainment - Las Vegas, NV
2019 to Present Manage, develop and grow AV/Telecommunications Department Create designs
and implementation plans for new audio/visual systems Manage all ACEP Corporation Casinos for
distributed music system Maintain integrity of all telephone interfaced applications, including
voicemail, call accounting and IntelliCenter for entire company's telecommunication systems
Review and evolve standard operating procedures for company telephone switch infrastructure and
systems Support Service Desk with fast and efficient resolutions to trouble tickets Collaborate on
department budget with VP of I.T. Build necessary reporting and share relevant insights for the
department Tier 2 Technical Support Cosmopolitan of Las Vegas / Technical Services Tier - Las
Vegas, NV 2017 to 2019 Performed operational and preventative checks for technical systems
Supported guest relations and property management by fixing technical software and hardware
issues Owned implementation and maintenance of property equipment, including audio, video,
lighting, projection, IPTV, VOIP, fiber optic, RF distribution, electronic control, power supply
equipment and more Executed on-site analysis, diagnosis and resolution of electronic hardware
issues across departments Maintained detailed log of equipment failures, repairs, installations and
removals Senior Technician Monte Carlo Resort and Casino - Las Vegas, NV 2013 to 2017
Implemented and maintained A/V systems using IP-based technology Supervised team through
design, installation and maintenance of all systems, including TCP/IP, fiber, DMX lighting, VLAN and
VPN technology Monitored network for uptime and assisted with hardware and software errors
Diagnose, troubleshoot and fix network errors efficiently Proactively maintained switches, routers
and access points University of Phoenix / BSIT, Advanced Networking - Las Vegas, NV 2011 to

2016 ? Project Manager FBP Systems - Las Vegas, NV 2011 to 2013 Managed multiple crews on residential and commercial sites Mastered IP-based audio/video/control systems Ensured quality on all installations Designed and prefabricated racks for field installation Education Bachelor's Skills Low Voltage, Polycom, Audio Visual, Audiovisual, Theater Links <http://linkedin.com/in/pplourde> Certifications/Licenses Driver's License

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