‍‍**Mark Hayes Audio-Visual Technical Manager, Event Engineer**

[linkedin.com/in/Mark-Hayes](https://www.linkedin.com/in/mark-hayes-6790a97/?lipi=urn%3Ali%3Apage%3Ad_flagship3_feed%3B5ZLvb1SNQ9Wrsy4LZquP9g%3D%3D&licu=urn%3Ali%3Acontrol%3Ad_flagship3_feed-identity_welcome_message) mayes.av64@gmail.com +44[0]7528104788

**Summary**

Highly experienced Audio-Visual Technical Manager, Integration and Events Engineer with a proven expertise of working in the AV technology and services industry. 9.5 years’ experience as Technical Operations Manager. Proven Team Leadership and communicator. At ease in high pressure situations and meeting deadlines and targets. Comprehensive knowledge for the operation and troubleshooting of A.V. and related equipment.,

Skills & Abilities

Technical Operations Manager, Live Events Engineer and Audio Visual Integration.

Technical EXPERTISE

* LED, LPD and LCD Touchscreen.
* AV networks, Video Teleconferencing, AV over IP, Cisco TMS, OBS Studio, XML, VoIP.
* Cloud Collaboration, Prysm Synthesis, T1V Thinkhub.
* Video Image processing, Christie Spyder, Barco Encore, Watchout..
* Video Projection, blended projection, including true 360 degree and stereo ”3D”
* ENG/Broadcast Cameras PTZ and Camera Control Unit.

Management

* Technical Operations Manager, Lead Engineer, FAE system installation, service and support, acting Project Manager for Prysm Europe for 7 years.
* Undertook annual stock control, product lifecycle and reconciliation, product portfolio, return on investment, recommended equipment purchasing.
* Responsible for logistics replacement and return of RMA product, scheduling technical staff, organizing region service and support, on site team leader. Client support, site visits, training, pre-sales, commissioning, service and installation

Communication

* Team leader and Project Manager in the live event industry requiring a high level of interaction and communication to ensure that an event or installation is successfully completed within time constraints.
* As a technical operator and technical manager; to achieve the anticipated outcomes and managing expectation. Comfortable in giving and taking direction or instruction.
* Provided remote, online and telephone, technical support for trouble shooting a diverse range of AV/VC equipment.
* Trained and mentored junior staff in the capacity of Technical Manager, UK, USA, South Africa, and Dubai. Given client and partner training on-site and in-house demonstration.
* Pre-emptive communication with senior management, logistics and project management to ensure completion testing and delivery of AV equipment for rental staging.
* Prepared reports, documents, and reviews for hardware appraisal, return on investment, training and consultancy.

Employment History

VIDEO ENGINEER STAGING AND INSTALATION, FREELANCE/CONTRACT APr 2018-Present

Notable works: University of Surrey AV help desk/remote support, Linked-In Managing public events, meeting rooms, including migration into new office space and ensuring full functionality of AV and VC systems. Microsoft Kingdom St. AV Refit., Spar Annual Conference, NBC Universal VC/AV support

field application engineer  Prysm Europe 2011 – 2018

Acting Technical Manager Europe, 3 years 2015 to 2018.

Duties Logistics, scheduling FAE’s, resource management, client liaison, equipment recommendation and purchasing.

Lead Engineer, Technical Application Engineer, Field Application Engineer; Installation, Integration, Commissioning, Product Demonstration, Service and Support, of Prysm Laser Phosphor Display and Prysm Synthesis Collaboration Appliance.

**Notable Installations;**

* LPD Video Wall: Burberry, JPMorgan Chase, Cisco, Rolls Royce, Eli Lilly, BAFTA
* Synthesis Collaboration Appliance: Boston Consulting Group, BMW. Twitter, Amgen, Cisco,

video staging engineer (emea) freelance 2010 -2011

Corporate Event Audio Visual technical support EMEA notable events included

* FIFA 2010 World Cup stadium Christie Spyder South Africa,
* UFC; Digital projection, Dubai,
* Burberry; 3D stereo projection Dubai,

technical project manager  CREATIVE technology (uAE) 2010 (3 months)

video staging engineer (EMEA) freelance 2008 - 2010

LEAD video engineer Video equipment rentals, Netherlands 2007 – 2008

Video Technical Op’s MGR Scharff Weisberg NEw York, usa 2001 – 2006

warehouse manager presentation services Ltd. london 1997 - 2001

**Education:**

hnd Electronics for the music industry, London metropolitan university

C&G ElECTRONICS, STUDIO AUDIO RECORDING. paddington technical college

B.A. Hon. Fine art mixed media, Stourbridge ColLege of Art and desigN.

REFERENCES AVAILABLE ON REQUEST.