

Michael DeAnda

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Diligent Enterprise IT Engineer versed in Cisco AV Telepresence & Video Conference Technologies, with over 7 Years Employed in Industry.

EOS IT Solutions 01/08/2024 - present

Meta Inc. Collaboration Technologies AV/VC Maintenance Technician Tier 2

Genius Road Inc. 03/01/2023 - 07/21/2023

IT Network Support Analyst - contracted to City of Austin Convention Center

HCL America Inc. 12/01/2019 - 03/16/2023

Senior Support Engineer - Meta/Facebook VIO Collab Tech AVI Lead NAMER

Machine Learning & Consensus Modeling Analyst (06/20/2022 to 03/16/2023)

Milestone Technologies Inc. 07/15/2019 - 11/30/2019

AVI Tier 1 Technician - Facebook VIO Collaboration Technologies Video Infrastructure

Freeman Event Services/ Audio Visual 02/2017 - 06/2019

AV Warehouse & Show Services Technician

Summary of Relevant Skills, Duties & Attributes

- Extensive use of Crestron, Extron, Lightware, & BrightSign digital media devices in Meta/Facebook conference room environment, combined 5+ years of installation, remediation, & management of devices (e.g. PoE transmitters, HDMI & ethernet video switchers, Toolbox software, etc.).
- Experience configuring & managing DSP systems such as Symetrix, Q-SYS, QSC audio zone control hardware & software, gained while managing Meta/Facebook data center event spaces, training & multipurpose conference rooms. Relevant elements include Q-SYS Composer software, Symetrix Prism & QSC Flex hardware units, Attero Tech & Axon wall controllers & bluetooth modules.
- Cisco VoIP codec endpoint mgmt 5+ years work experience; utilization of SIP, device GUIs, desktop virtualization & CLI to remotely manage codecs & Navigator Room Tools. I allow-list MACs addresses, & perform IP addressing & network switch port mgmt tasks.

- AV peripheral systems experience include daily handling of hardware such as Shure rack-mounted microphones & receivers (Shure SM58 handhelds, bodypacks, ULXD), ClearOne ceiling & Sennheiser beam-forming microphones, & other common industry peripherals such as Cisco PTZ cameras, Artisan speakers & Extron amplifiers, Sound Control camera control devices, NEC, Dell, & Samsung commercial display monitors, & ancillary cabling (HDMI, cat6 ethernet, audio copper wiring, etc.). I have a few Dante certifications too, & know of its industry implementation.
- Possesses specific experience with video wall maintenance in data center multipurpose event spaces & SOC & crisis management rooms. Display manufacturers include NEC, Planar, & actions include configuring 9x9 tile matrices, troubleshooting digital signage issues, diving into video switcher software, source configuring, & monitor replacement. Additionally my current team & I directly interact with high-priority clients to assess what best suits their event & security room needs.
- An Apple M1 laptop is my current primary device for work; I became proficient in completing tickets & projects using macOS. I also have a work-issued iPhone & so I have become accustomed to the workflow of Apple devices. I also install & replace other Apple products such as their HDMI to USB-C dongles & power supplies.
- I have excellent client relation skills, with 7 years of work experience in large corporate enterprise environments & recipient of several accolades for service gratitude. I'm entrusted by my employers to make data center service visits & to physically represent the company.
- Involved with professional audio for nearly 20 years, live sound & music production, then eventually onto warehousing AV equipment, to currently supporting video conferencing infrastructure for large enterprises.
- IT Helpdesk experience, supporting Austin Convention Center network team. Involved in IDF & MDF mgmt, Active Directory use, wireless access point remediation, laptop deployments, VPN & other computer technical assistance.

Education

Cybersecurity Bootcamp, Professional Certificate Program sponsored by the University of Texas @ Austin & Trilogy Education Services (01/2019 - 07/2019)

University of Texas @ Austin, College of Natural Sciences, roughly 60 hours of complete college courses (08/2008 - 11/2014)

Austin Community College District, various core & supplemental courses taken (2008 - 2013)

Graduated John B. Connally High School, Pflugerville ISD (05/2008)

References (more available upon request)

Genius Road Inc.

500 E Cesar Chavez St, Austin, TX 78701 (<https://www.austinconventioncenter.com>)
Cheryl Miller, Genius Road Director, (17138540548, cmiller@geniusroad.com)
Jeff Moore, IT Director for ACCD (15124044034, jeff.moore@austintexas.gov)
Chad Paine, ACCD Network Operations Manager, (chad.paine@austintexas.gov)
Greg Wamboldt, Senior IT Support Analyst, (15124044034, greg.wamboldt@austintexas.gov)
Crystal Rivera, IT Support Analyst, (15126505199, crystal.rivera@austintexas.gov)
Scott Fry, ACCD Network Business Consultant (scott.fry@austintexas.gov)
Halim Zahir, ACCD IT Systems Consultant (halim.zahir@austintexas.gov)

Meta/Facebook (EOS, HCL, Milestone)

607 W 3rd St., Austin TX 78701 (<https://www.facebook.com/facebookaustin/>)
Brandon Taylor Chenoweth, EOS ITS, (16502073047, bchenoweth@meta.com)
Isaac Arquieta, former Meta VIO Regional Engineer (15128398203, isaacarquieta@gmail.com)
Coleman Meola, AVE tier 2 colleague (15126986956, cmeola@apple.com)
James Cobb, AVE tier 2 colleague (15129881744, jcobb@meta.com)
Santos Herrera, AVI tier 1 colleague (15165813761, herrera8813@gmail.com)
Henrick Cabiana, AVI tier 1 colleague in Sao Paulo (+55 (11) 99785-7421, cabiancah@gmail.com)

Freeman Event Technology

6320 E Stassney Ln bldg 3 suite 375, Austin, TX 78744 (<https://www.freeman.com/locations/>).
Paul Garza Sr., Warehouse Supervisor (15126741305)
Clay Kendrick, Warehouse Manager (16824386157)

Boardstop Inc.

16628 N IH35, Austin, TX 78728 (<http://www.boardstop.com>)
Ed Harmon, Owner & RFD Associate (15127893149, edharmon@rfdinc.com)
Misty Harmon, Boardstop CFO, (misty@boardstop.com)

Cybersecurity Bootcamp, Professional Certificate Program, presented by the McCombs School of Business & Crockell School of Engineering

UT Website: <https://techbootcamps.utexas.edu/cybersecurity/>
Trilogy website: <https://www.trilogyed.com/universities/>
Dan Schmidt, Cybersecurity Instructor, (15127778287)
Jeff Wade, TA, Network Security Engineer (15126142040)
Eric E. Roe, Executive Director, Texas Engineering Executive Education (19417241803)
Stephen M. Walls, Director of Career Accelerator Programs, Texas Executive Education (15122325985)