Gino Orlando Zamorano

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# PROFESSIONAL SUMMARY

* Experienced as an AV Consultant, AV Framework, Corporate Design & Infrastructure, VoIP, Configuration & Commissioning of Video Conferencing Systems: Platforms - Microsoft Teams & Zoom. Hardware-Codec: Polycom & Cisco. Crestron Touch Panels, Extron, AMX, DSP Biamp, Service Now Ticketing System, Avaya, Logitech & White Glove Executive Client Support

## EDUCATION

**Certification**

* AVIXA – AV for IT Pros: October 2024 [Austin, Texas USA]
* Biamp-Tesira Server/Server IO Certificate / OSHA-30 Certification / Shure Certificate: On-site via Diversified Contract requirements July 2024 [El Segundo, CA, USA]
* AV Design & Cloud Technology CRESTRON TECHNICAL INSTITUTE August 2023 [Austin Texas, USA]
* Radio Frequencies, VoIP, Broadband Installation CATV TRAINING INSTITUTE October 2022 [Santa Ana, California, USA]
* Production & Technology Certification INSTITUTE OF AUDIO RESEARCH June 1990 [New York, NY USA]
* High School Diploma Class of 1987: Ramapo Regional Indian Hills [Franklin Lakes, NJ USA]

# PROFESSIONAL EXPERIENCE

**Outsource**

Client: Amazon @ The Domain - Austin, TX, META, Div. 27, Action Behavior 03/2025 - Present

*Onsite AV Install Technician*

Project – Cable Structuring, Cat6, Coax, Data, Fiber Optics Installation, build out of IDF & MDF Racks and testing. Installation of Zoom Video Conferencing Schedulers on VC Meeting Rooms – Glass & Dry Wall Installation & Connectivity [3 Amazon Building Sites – AUS 16, AUS 18 & AUS 20]

# Insight Global

Client: Concordia University of Texas- Austin, TX 11/2024 - 02/2025

*AV Engineer*

Projects – University Audio-Visual Maintenances & Client Support, AV Onsite Service Technician, Service Now ticketing system and student technical support. Live events at Chapel, DSP, Audio/Visual presentations and general AV setups on Campus and Audio support at Gymnasium/Campus Sports Field.

# Diversified

Client: Google - Austin, TX / Apollo Global Management – El Segundo, CA 11/2023 - 07/2024

*AV Commissioning Engineer / Voice & Video Engineer*

Projects – Corporate Audio-Visual Installations & Design, AV Onsite Service Technician

* Mobile Setups/Breakdowns, Conference & executive Suites upgrades, White Glove Client Support Technician, Google Devices, Neato, Polycom & Cisco Installations, Commissioning & Decommission of VC, AV Configuration, Software & Hardware Installs, Video Cam, Mics, Soundbar and wiring Installs. Small to Largescale LED wall mount Monitors {Single/Dual}, Codecs-Connectivity, Detailed AV Installs of Private Client Suites, Coordination & final phase testing via Network Team of upgrades & Installation process verifications, general installation of all types of Slack and Zoom Video Conference systems mainly corporate.

## Top Prospect Consulting / CAVL - Corporate Audio-Visual Labor Austin, TX

03/2023 - 11/2023

*AV Installation Engineer*

## Responsibilities

* Installation of Low Voltage Equipment, Fiber Optic Cable, CAT 6, Data/WIFI conduit runs, Ceiling Audio Speakers, Build IDF & MDF Rooms, Racks & Displays. Managed audio/video equipment, execute troubleshooting, perform equipment maintenance, serve and assist as needed, and set up/ teardown. Set up, tear down, LED Walls: Infilled IRDB 2.6 mm, ROE, Unilumin, beMatrix and audio/ video and lighting equipment, Stagehand (Audio/Video) for events such as concerts, conferences, conventions, and other large and small scale private-corporate events.

## Signature Consultants - Woodland Hills, CA

Client: Boething Treeland Farms 10/2022 - 11/2022

*Voice Infrastructure Engineer*

## Responsibilities

* Performed onsite Technical Upgrades, Site Assessment/Survey, Provided Technical Recommendations & Documentation, Installation of UPS systems, transition from Analog Technology of Communicational Systems to Digital VoIP via AT&T service and CISCO Digital Phones, Routers and VTC capabilities. Heavy travel involved 10 sites mostly in remote areas. Travel accommodation and per diem allocated during length of Project assessment & successful completion of technical implementation.

**IDC Technologies - Austin, TX** Client: Advanced Micro Devices [AMD] 01/2022 - 06/2022

*Voice & Video Systems Integration Administrator*

## Responsibilities

* Performed Voice & Video implementations for transitional corporate merge of Xilinx attained by AMD via CISCO and POLYCOM Video Conferencing Technologies, Voice & Video Matrix, attained Cisco/Polycom compatibility, executed Corporate Merge Systems Integration, examined Hardware behavior processes, Assignments with Media/Entertainment tools for AMD Exhibition area, atomization via Dante/AE67 for Audio live presentations and events.
* Implementation of complete lab setup processes in wing B600 new building. Created Project documentation of Technical Analysis & Implementations, Operational processing of MS Teams- Outlook, Maintained a key role on daily technical team Zoom meetings of project advancements, implementation methods, status and AV stage advancements.
* Accomplished track record for white glove onsite executive client support as requested by Executive Meetings Director Debbie Christopher for Executive B100 Building and Campus, hands on support for

Power Point presentations, Microsoft Teams & Zoom, Cisco, Polycom, Crestron, B- amp, Shure systems and Media support Systems, Performed Configuration on Polycom GS MTR, SX30, SX50, Trio C60, 8800, including device pairing of Windows & Android/IOS based systems via network team & coordination with OSS teams, configured Signage deployment at executive level with Reach Media via Data VLAN, performed Polycom backend diagnostics and troubleshooting for various systems. Assigned as onsite support for B100, B200, B300, B500 & B600 buildings throughout client campus, assisted in live webcast events via backend analytics monitoring.

## Robert Half Technologies, Los Angeles CA

Client: State of California – Governmental & Presidential Elections Processes 01/2020 - 11/2021

*IT Field Service Engineer / Helpdesk Analyst*

## Responsibilities

* Onsite Technical support in Los Angeles for the LA Governmental Election process of 2021.
* Onsite technical support at election voting poll sites/centers throughout Los Angeles County for the Presidential Election of 2020

## Whitlock AVI-SPL, Washington, DC

Client: AT&T Forum for Technology, Entertainment & Policy 09/2019 - 12/2019

*AV On-site Service Engineer*

## Responsibilities

* Provided tech support of planned events, both onsite and offsite as needed. Performed service level troubleshooting and maintenance support to VTC systems. Effectively worked with senior management within the organization and external parties. Audio engineer for the Broadcast TV Studio for Live streaming, guest mic placement and mixing. Familiarity with Bandwidth manipulation RTMP, H.323.H.320, H.264, H.239, ISDN, SIP, AEC and ITU standards and how they relate to unified communications in either IP or ISDN networks issues like latency, Jitter, Frame rate, bit-rate and A/V issues relating to VTC.
* Provided direct assistance and training to end users and clients in the operation of AV systems. Performed advanced routine maintenance support on all AV systems including but not limited to basic troubleshooting and system fault isolation, projector lamp changes, filter cleaning etc.
* Performed routine preventative maintenance checks and services to assigned audiovisual systems (service contracted customers) including software/firmware updates, as needed. Tracked all maintenance activity start to finish with proper documentation.
* Maintain sufficient spares on hand to affect rapid problem resolution for routine service issues. Researched parts, process Whitlock and manufacturer Return Material Authorization (RMA) requests, coordinate outside repairs, work with support lines, provide for sales, installation and system design staff. Coordinated with Service Center for collateral support, RMA processing and parts procurement as needed.
* Maintained an assigned base of service-contracted customers including proactively scheduling routine preventive maintenance visits and maintained a strong working relationship with trust and reliance

**Innovative Technologies Inc., District of Columbia** Client: U.S. Postal Service Headquarters (Executive Building) 07/2019 - 09/2019

*AV Telecom Support Specialist*

## Responsibilities

* Corporate AV & Telecommunications - Enterprise Computing Support & Media Technician, Audio Visual Specialist for Conferences, AV Upgrades & Installations in Corporate settings, Conference Rooms and Executive Boardrooms, VCS, VTC, Cisco Telepresence, HDCP, IT experience via Service Now Ticketing System: Resolve assigned tickets in a timely manner in response to customer issues. At times track down Cat 5e/6/7 lines utilizing a tone generator typically from an IDF closet that interconnect and manages the IT and/or telecommunications wiring between itself and any number of workstation devices.
* Provide customer assistance on Computers/Laptops for software upgrades/updates & program installations, Digital phones (Avaya) replacement or assign new employee phone numbers which needs to be escalated to the diagnostics to resolve issues.
* Oversaw physical installations of Software Defined Networking (SDN), ST-2110, NMOS, IP Networking, AWS Cloud and CI/CD continuous integration and deployment of code and configurations.

## AV Solutions Inc., Fairfax, VA

02/2010 – 12/2018

*AV Live Events Technician*

Client: Live Show Events (US Army, Cancer Society, Navy etc.)

## Responsibilities

* Audio Visual set-ups for Live Show Events, Seminars, Conferences & Private Events throughout the United States of America. Adeptly troubleshot intricate ST-2110 networking issues for a broadcast IP facility. On-site AV Setups, HD Cameraman, Video Switcher, Video Conferencing, WebEx, A1, V1 & General Operation of Audio-Visual Equipment at Venues, Convention Centers, Theaters, Hotels, Museums & Galleries throughout the USA.
* Lead of AV on site for Tech Staff, Stages, Light Trusts, Drapes, Scenery, Projectors, and AV Supervision for load in & out of AV Equipment.

## Smithsonian Institution, Washington DC – National Air & Space Museum [Federal Security Clearance]

05/2014 - 12/2015

*Audio Visual Events Specialist*

## Responsibilities

* AV Engineer for Exhibits Division, Live AV Setups/Breakdowns for Special Exhibition Events, 3D Max Theater Operator for Special Features, Audio Rec. for Indoor & Outdoor Camera Crew footage of news & events.
* Travel & onsite audio-visual services for field crew and IMAX Theater at the Steven F. Udvar-Hazy Center. Audio Visual operations for afterhours Gala-Events with honorary guests and recording for archives division.

## PREVIOUS PROFESSIONAL EXPERIENCE:

**Inter-American Development Bank, Washington, DC**

01/2007 - 01/2010

*Audio Visual Lead Technician – In charge of all technical aspects of Conference Rooms, Theater & Live events.*

## Tokyo Broadcasting System Television, New York, NY

01/1998 - 01/2005

*Audio Recording Engineer – Live field Interviews & footage of developing news within the Tri-State area*

## United Nations Radio & Television Broadcasting HQ, New York, NY

09/1989 - 12/2007

* + *Conference Room Operator*
  + *Audio Engineer for Radio: Recording, Editing & Mixing (News & Programs in 5 Official UN Languages)*
  + *Broadcasting Center: Broadcast Engineer / Incoming & Outgoing Global Transmissions*
  + *Television Department: Live Audio Engineer for Live Interviews*

## IBEW - Local 1212, New York NY

**International Brotherhood of Electrical Workers Union**

*Member since 1989*