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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)](http://www.austinconventioncenter.com/) Cheryl Miller, Genius Road Director, (17138540548, [cmiller@geniusroad.com)](mailto:cmiller@geniusroad.com)

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*Meta/Facebook (EOS, HCL, Milestone)*

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Isaac Arquieta, former Meta VIO Regional Engineer (15128398203, [isaacarquieta@gmail.com)](mailto:isaacarquieta@gmail.com) Coleman Meola, AVE tier 2 colleague (15126986956 [cmeola@apple.com)](mailto:cmeola@apple.com)

James Cobb, AVE tier 2 colleague (15129881744, [jcobb@meta.com)](mailto:jcobb@meta.com)

Santos Herrera, AVI tier 1 colleague (15165813761, [herrera8813@gmail.com)](mailto:herrera8813@gmail.com) Henrick Cabiana, AVI tier 1 colleague in Sao Paulo ( +55 (11) 99785-7421, [cabiancah@gmail.com)](mailto:cabiancah@gmail.com)

*Freeman Event Technology*

6320 E Stassney Ln bldg 3 suite 375, Austin, TX 78744 (https://[www.freeman.com/locations/).](http://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)](http://www.boardstop.com/)

Ed Harmon, Owner & RFD Associate (15127893149, [edharmon@rfdinc.com)](mailto:edharmon@rfdinc.com) Misty Harmon, Boardstop CFO, [(misty@boardstop.com)](mailto:(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/](http://www.trilogyed.com/universities/)

Dan Schmidt, Cybersecurity Instructor, (15127778287) Jeff Wade, TA, Network Security Engineer (15126142040)

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