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## SKILLS

- Video conferencing support
- Troubleshooting and testing AV systems
- Event broadcasting
- Building end-user relationships
- Managing tickets on ServiceNow
- Media editing
- Over the phone technical support
- Computer science fundamentals
- Programming in Python, Powershell and Javascript
- Publishing FAQs, manuals, and documentation

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## EXPERIENCE

### Technical Operations Inc

New York, NY

### Lead AV Technician at Morgan Stanley

November 2017–Present

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#### AV Technical Support:

- Supervises the operations of two auditorium spaces and provides technical support to over 150 conference rooms
- Assist end-users in successfully conducting video conferences, sharing presentations, broadcasting to audiences and other related business needs
- Provides real-time support by configuring end-to-end routing using Evertz, Extron and Crestron systems
- Ensuring appropriate signal flow and device connectivity by observing rack schematics, configuring ports on the client device, or requesting enabled ports at the network switch
- Configuring Cisco Webex Pro using the Cisco web interface to adequately utilize the audio-visual peripherals in the conference space and to meet operational needs of the end-user
- Investigating behaviour of devices that are routed through the Crestron Digital Media switcher using Crestron Toolbox to identify inefficiencies and implement long-term solutions
- Partnering with internal network and AV maintenance team to identify issues with audio-visual device performance using hardware logs, network logs, network filtering(using Wireshark and Npcap), and prompting the CLI
- Leveraging the Cisco telepresence management suite to manage codec registration and monitor their status
- Troubleshooting issues with digital signage using Tripleplay servers, identifying receiver status, creating display hierarchies, diagnosing firmware update issues and network outages

#### Broadcasting and Events:

- Leads a team in providing live event experiences with video switching, camera tracking, audio mixing and event broadcasting. Responsibilities include pre-event planning, personnel allocation, and operating as a camera operator or audio mixer
- Streaming events to audiences by using Cisco's telepresence server or Zoom Webinar as a bridge between video endpoints and streaming encoders, which in turn streams content to viewers on various streaming platforms
- Editing event recordings using Adobe Premier and hosting media content on the internal video playback platform

#### Installation and Programming:

- Oversaw the installation of an auditorium space, by facilitating communication within the end-user technology team and various external vendors to establish the space's AV requirements, conveying relevant information to the audio DSP, Crestron programming, video-wall integration, and Fiber-optic installation teams, and coordinating with my team to stress test each aspect of the system
- Configuring Panasonic Kairos and Tricaster video switcher profiles, Barco videowall layouts and Yamaha CL3 audio mixer profiles for event spaces
- Customized audio experiences for various event spaces by modifying Biamp Tesera and sound structure profiles, partnering with Biamp engineers on Canvas user interface implementations in auditoriums, and managing audio network routing through Dante Controller
- Wrote PowerShell scripts that automated multimedia operations tasks which helped reduce toil, tasks include logging network connectivity of AV hardware, automating event recording procedures and archiving media

- Facilitated collaboration between multimedia operations and workplace support services to ensure optimal configuration of AV systems for business needs including ensuring appropriate Windows registry configuration, meeting device driver requirements and support for legacy software on upgraded systems

#### **End-User Technical Support:**

- Submits, tracks, and responds to tickets on the ServiceNow interface
- Provides immediate technical support by responding to calls from users on the dedicated end-user support line
- Responds to end-user requests by providing support for Zoom, Office 365, Outlook, Citrix, and Chrome
- Responds to issues such as hardware failures, software compatibility issues and disruptions caused by updates. Issues are addressed by researching, documenting, escalating, and following up on tickets

#### **Documentation, Training, and Staff Management:**

- Assisted in technology inventory documentation to ensure assets are correctly categorized and partnered with overseeing teams to ensure correct disposal of data-bearing assets
- Authored user guides, tutorials, and SOPs for software operation, ensuring accessibility of resources for end-users.
- Conducted comprehensive testing of software and hardware prior to end-user rollout, documenting user requirements and system performance, and recommending improvements to management
- Schedules personnel for IT and multimedia support

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#### **Encore Event Technologies**

##### **AV Event Technician at Marriott Bayview**

**Newport Beach, CA**

*February 2017–November 2017*

- Routing parallel video signals to multiple projectors and reference monitor using AnalogWay pulse, Saphyr & Aja boxes, demonstrating expertise in signal conversion including HDMI to VGA/SDI/DVI and SDI to Firewire.
- Providing clients with customer support and detailed set of guidelines for operating microphones, casting laptop content and operating video conferencing devices
- Setting up mobile Polycoms and Cisco video conferencing setups
- Efficiently route microphone feeds between the stage and mixer, including to stage monitors, using audio snakes and turn-arounds, and also direct audio to surround mixes and subwoofers
- Installing LEDs or incandescent lights for stage wash and adjusting lens throws.
- Routing DMX cables, assigning DMX channels to lighting board, and setting up automated color schemes for events
- Setting up power drops and calculating electrical needs for event

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#### **Goldcrest Postproduction**

##### **Postproduction Assistant**

**New York, NY**

*April 2014–September 2016*

- Editing and mixing audio
- A catalogue of my work on IMDB: <https://www.imdb.com/name/nm4200779/>

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## **EDUCATION**

#### **Oregon State University**

Bachelor of Science in Computer Science

**Online**

*January 2021 – Current*

#### **Savannah College of Art and Design**

Bachelor of Fine Arts in Sound Design

**Savannah, GA**

*January 2010 – August 2013*