

Alexander S. Thompson

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SUMMARY

- Extensive knowledge of PC and Mac computers, software, and hardware
- Strong problem solving, interpersonal, and technical skills
- 12 years of multimedia experience with complex A/V systems
- 14 years of advanced video and audio production experience

EDUCATION

Indiana University Bloomington

Bachelor of Science, May 2009

Major: Telecommunications | Minor: Music

GPA: 3.9 / 4.0 (High Distinction)

Dean's List 2006, 2007, 2008, 2009

University of Denver

Master of Science, May 2016 (expected)

Major: Information & Communication Technology

Concentration: Web Design & Development

Certificate: Mobile Application Development

EXPERIENCE

University of Denver, Multimedia & Help Desk Specialist, June 2012 – Present

- Support multimedia infrastructure in Sturm College of Law building
- Assist users with support for both PC and Mac computer systems
- Independently manage A/V events, video productions, and class recordings

Dish Network, Executive Resolution Specialist, Feb 2011 – May 2012

- Resolved complicated technical issues using advanced A/V knowledge
- Accelerated to executive position resolving escalated customer requests
- Top performing agent on team for all billing and technical issues

ABC Music, Video and Photography, DJ/Videographer, Jan 2010 – Present

- Engage crowds up to 1,000 people using public speaking skills
- Coordinate and organized weddings, parties, and corporate events
- Setup and manage specialized audio and video equipment

Technology Centers Consulting, IT Help Desk, Jan 2008 – Aug 2009

- Maintained university computer labs and aided customers with IT questions
- Acquired strong problem-solving skills with technical equipment
- Received advanced training in computer software and multimedia systems

COMPUTER SKILLS

Programming: HTML5, CSS3, Linux, Ruby on Rails

Production: Pro Tools, Final Cut Pro, Logic Pro, Digital Performer

Adobe: Photoshop, Indesign, Flash, Dreamweaver, Illustrator

Microsoft: Word, Excel, PowerPoint, Management Consoles