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Work Experience

ATT WiFi Services

Network Operations Center Engineer

March 2010 - Present

- Provided network and equipment troubleshooting and testing services to on site WiFi installation technicians.

Austin Film Festival

Intern

September 2013 - November 2013

- Successfully completed a 160 hour internship. Provided quality checking of films, operated a computer used for projection at an IMAX theater and other various duties as needed.

Cisco Systems (via Teksystems)

Remote Operations Services, Network Operations Center Engineer

June 2009 - November 2009

- Provided triage and initial Tier 1 diagnosis and support and customer notification for Cisco customer network trouble tickets using OSS and Remedy database software.
- Provided initial inbound phone response to Cisco customers.

Dell Computer Corporation

Senior Technician

June 1999 - January 2009

- Provided telephone technical support for Dell's PowerConnect Layer 2 and Layer 3 network switches (2 years), PowerEdge server, PowerVault RAID storage devices, Digital KVM switches, PowerEdge Blade Servers (2 years; concurrent with PowerConnect switch support), standalone and rack mount servers (4 years) and Precision Workstation, Optiplex and Dimension desktop computer systems running Windows 95, 98, NT, 2000 and XP. (3 years), Installation, troubleshooting and configuration of Windows server operating systems (NT, 2000, 2003, 2008, both Server and Small Business Server Editions) (6 years)
- Member of Early Life Support Team for new Precision Workstation systems (under 30 days).
- As part of the interview team in PAI Desktop, conducted technical evaluations of potential new hire candidates.
- Provided weekend back up second level support to internal desktop technicians.

RDA Computer Training

Instructor and Web Designer

September 1997 - June 1999

- Provided instruction for beginner, intermediate and advanced level users in MS Word, Word Perfect 5 (DOS) and 7, MS Excel, Lotus 1,2,3 2.3 (DOS) and 5.1, Aldus/Adobe PageMaker, Quark Express, MS PowerPoint, Netscape, MS Access and dBase 4.
- Developed and taught beginner level HTML/Web Design class.
- Designed new company logo and promotional materials.
- Redesigned and maintained company web site (www.rda.com)
- Maintained and repaired company computers

Cavalier Dayes Renaissance Faire

Owner/Operator

December 1994 - May 1997

- Started a small renaissance fair styled event

- Duties included all facets of management and promotions.

**U.S Army- 82nd Airborne Division, B Battery 1/319th Field Artillery
Paratrooper, Forward Observer, Radio Operator**

May 1987 - May 1989

- Operated in an environment requiring high levels of discipline, endurance, and attention to detail.
- Provided communications and fire support between artillery and infantry during military tactical training exercises.
- Made over 35 military parachute jumps during training exercises.

Additional work experience available upon request.

Production Experience

Lysts on The Lake 2016

Lysts on the Lake Jousting Competition

Director, Producer, Camera and Editor

May 2015

<https://www.youtube.com/watch?v=FrlbY1R0Gbc>

Premonition

Director – Sara Snyder

Director of Photography

May 2015

In production

The Littlest Cthulhuist

Rōnin Creative Media

Director, Writer, Producer and Editor

February 2015

<https://vimeo.com/118421317>

Password: zanshin

Ariel

Rōnin Creative Media/Austin Community College

Director, Writer, Producer and Editor

March 2014

Short Cut <https://vimeo.com/94191906>

Password: zanshin

Extended Cut <https://vimeo.com/94200183>

Password: zanshin

Cthulhu's Witnesses

Austin Community College

Director, Writer, Producer

September 2013

https://www.youtube.com/watch?v=IO1s_wNm2Ac&list=UUu3c-g7yfcHnr75nd33U5QQ

Boom

Austin Community College

Assistant Director

August 2013

<https://www.youtube.com/watch?v=JJB-3j8BLPk&list=UUu3c-g7yfcHnr75nd33U5QQ>

It Is By Caffeine Alone I Set My Mind In Motion

Austin Community College

Director, Writer, Producer

July 2012

<https://www.youtube.com/watch?v=yorfOiQvkew&list=UUu3c-g7yfcHnr75nd33U5QQ>

Certifications

Network+

Comptia, April 24, 2001, Verification # COMP10135818

A+ , Comptia, March 26, 1999, Verification # D23DTT3887

Education

Austin Community College

Associates of Arts, Radio, Television and Film, Fall 2013

Certificate, Film/Video Production Management, Fall 2013

Certificate, Film/Video Production Technology, Fall 2013

Associates of Arts, Japanese, Summer 2008

Channel Austin Access

After Effects, 2012

Introduction to Editing: Final Cut 7, 2010

Introduction to Lighting, April 2010

Austin School of Film

DSLR Filmmaking, 2013

HD Camera Basics, 2010

RDA Computer Training

CCNA Test Prep, April 2001

Preparation for Cisco's Cisco Certified Network Associate examination.

Networking + Test Prep, March 2001

Preparation for Comptia's Network + certification examination.

Networking Program, March 2001

Installation of network cards, cabling, building of servers and workstations using Windows NT, 2000 and Novell 4x. (Taken as a refresher course.)

Introduction to Unix, March 1999

Navigation of Unix directory structure, creation and removal of files and directories, VI and Emacs editors, .profile scripting, etc..

HTML Programming Course, May 1998

Web Page design using HTML (Hypertext Mark-up Language).

Maintenance and Repair Program, October 1998

Construction and repair of computers, software installation and troubleshooting.

Networking Program, August 1997

Installation of network cards, cabling, building of server using Novell 3x and 4x.

Introduction to Computers Program, July 1997

Windows 3.1, Windows 95, DOS, Lotus 1,2,3, WordPerfect, MS Word, MS Excel, MS Access, MS PowerPoint and dBase

University of Houston

Fine Arts Program, Spring 1993

Studies in Studio Art (Design, Drawing, Painting)

Houston Community College

Associates of Arts, General Studies, December 2012

Associates of Applied Arts, Acting as a Profession, December 1991

Dean's List Graduate

Acting, Stage Movement, Stage Combat, Directing, Stage Craft, Vocal Production, Musical Theater, Dialect Course, Piano, Core Curriculum Studies

Also minor studies in Commercial Art

Production Skills

Pre-Production

Screenwriting, storyboarding, location scouting, casting, fight choreography, costume design, crowdfunding, social media, prop construction

Production

Directing, producing, assistant direction

Post-Production

Editing

Software

Final Cut 7, Final Cut 10, Avid Media Composer, Avid Pro-tools, Adobe Premiere, Adobe Encore, Adobe Illustrator, Adobe Photoshop,

Equipment

Sony EX1, Canon 60D, Field Audio Mixer, Various Microphones

IT Skills

Networking

Network switch troubleshooting, Cabling, NIC installation, TCP/IP Configuration for LAN and Dial-up, and Server set up with Windows NT and Novell.

Hardware

Strong foundation and understanding of server, workstation and desktop computer maintenance and repair, components and troubleshooting.

Operating Systems

Strong knowledge of and experience with DOS, Windows 3.1, 95, 98, NT, XP and 2000. Also familiar with Unix and Linux.

Software

DOS, Windows 3.1, 95, 98, XP, NT, 2000, 2003, 2008, MS Word, Word Perfect 5 (DOS) and 7, MS Excel, Lotus 1,2,3 2.3 (DOS) and 5.1, Aldus/Adobe PageMaker, Quark Express, MS PowerPoint, Netscape, MS Access and dBase 4. Corel Draw, PhotoShop

Programming Languages

HTML

Administration

Project Management

Training/Instruction

Promotional Material Production and Implementation

Other Skills

Administration

Project Management

Training/Instruction

Promotional Material Production and Implementation