Joseph Stills

CONTACT

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EDUCATION

Bachelor Of Science, Graphic Design

February 2023
Full Sail University
Winter Park, FL

CORE COMPETENCIES

- **Network Architecture:** Converged Network Design, VLAN Segmentation, Multicast Traffic Management (IGMP), QoS Optimization.
- **AV & Control Protocols:** Dante (Level 3 Certified), NDI, sACN/Art-Net, AES67.
- **Development:** Swift, SwiftUI, HTML, CSS, JavaScript.
- **Systems Operations:** RTS Matrix Intercoms, Signal Flow Analysis, Remote Systems Management, Hardware Diagnostics.

PROFESSIONAL SUMMARY

Network & Systems Specialist with 5+ years of experience designing and operating converged production networks for live events. Advanced from intern to Central Production Specialist, owning the reliability of audio, video, lighting, and intercom systems across 8 campuses. Specializes in VLAN architecture, multicast traffic, and real-time media protocols in mixed-vendor environments. Trusted as the final escalation point during live broadcasts, combining deep hardware expertise with practical coding skills allowing for creative problem-solving beyond standard troubleshooting.

PROFESSIONAL EXPERIENCE

Central Production Specialist (Network & Systems Lead)

2022 – Present   Biltmore Church - Arden, NC

Technical lead for a multi-site organization serving ~9,800 weekly guests across 8 geographically dispersed campuses.

- Converged Network Architecture: Architect and manage the production network ecosystem spanning 8 campuses. Designed VLAN and QoS strategies that prioritize critical traffic ensuring stability for live broadcasts.
- Broadcast Systems Integration: Oversee the signal flow and lifecycle of hundreds of networked endpoints. Engineered the deep integration of Ross Video, Yamaha, and RTS ecosystems, bridging protocol gaps to create a unified, automated control environment.
- Critical Communications: Manage the site-wide RTS Intercom infrastructure, ensuring reliable, clear communication channels for directors and operators during events.
- Tier-3 Live Support: Serve as the final escalation point for technical failures during live productions.
- Operational Leadership: Standardized technical training protocols (SOPs) for staff and volunteers, reducing operator error and turning complex troubleshooting procedures into manageable workflows.

Advanced Repair Agent

2021 – 2022   Geek Squad - Arden, NC

- Hardware Repair: Performed physical repairs and diagnostics on laptops, desktops, and mobile devices.
- Triage: Acted as the first point of contact, quickly identifying software vs. hardware issues to speed up the repair process.
- Workflow: Managed a busy repair queue, prioritizing urgent tickets to ensure devices were returned to clients on time.