

CONTACT

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CUSMA Professional Eligible

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EDUCATION

Bachelor Of Science

February 2023
Full Sail University
Winter Park, FL

CORE COMPETENCIES

- **Network Architecture:** Converged Network Design, VLAN Segmentation, Multicast Traffic (IGMP), QoS Optimization, PTP v2 (IEEE 1588).
- **AV Protocols & Standards:** Dante (Level 3 Certified), AES67, OMNEO, sACN.
- **Hardware Ecosystems:** Q-SYS, Shure Wireless Workbench, Yamaha (CL/QL Series), Ross Video, RTS Matrix Intercoms.
- **Development:** Swift, SwiftUI, HTML, CSS, JavaScript.

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 supporting critical broadcast infrastructure for 10,000+ weekly guests/viewers across 8 different locations.

- **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 technical staff and operators, 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.