

# Keith Novak, CTS

## Multimedia Engineer, Musician

Jersey City, NJ 07304

keith@novakeith.net - 973-689-4741

Creative and dedicated multimedia engineer seeking a production career where my skills can be utilized effectively, and expanded.

## WORK EXPERIENCE

### **Audio Visual Lead**

Citigroup - Long Island City, NY - July 2015 to Present

- Provide audiovisual support to Citigroup at the Long Island City location.
- Coordinate with clients to setup and execute successful, large-scale town hall and other events.
- Utilize tools such as Telepresence Management Suite (TMS) to manage audio and video conferences and Event Management Systems (EMS) to manage reservations.
- Support worldwide client base by creating and supporting tickets via the ServiceNow ticketing system, leading teams in the Audio, Webex, and Incident queues.
- Other software utilized includes Microsoft Office (Word, Powerpoint, Excel), and SharePoint.

### **Multimedia Technician**

BT Conferencing - New York, NY - December 2013 to July 2015

- Provide audiovisual support to Citigroup at the Long Island City location.
- After 1.5 years of service, a full-time position was offered by Citigroup.

### **Webcast Producer**

RVIBE - Bethlehem, PA - April 2012 to March 2014

- Producer of live teleconferencing / web streaming broadcasts.
- Provided audio, video, computer, and networking setup & support for clients.
- Ensured clients needs were handled in a timely and professional manner.

### **Stage Manager for Rubendall Recital Hall**

Dickinson College - Carlisle, PA - September 2012 to December 2013

- Provided lighting, sound reinforcement, and client management for recitals and campus events.
- Recorded and edited audio and video for all music department concerts/recitals.
- Acted as a consultant for the music department for technology needs.

## EDUCATION

### **Bachelor of Arts in Music Performance**

Lebanon Valley College - Annville, PA  
2008 to 2012

### **Bachelor of Music in Music Recording Technology**

Lebanon Valley College - Annville, PA  
2008 to 2012

## SKILLS

**Proficient in:** Signal Flow, Audio Editing, Adobe Connect, WebEx, ServiceNow, Cisco TMS, Linux/OS X/Windows operating systems, Microsoft Office

**Knowledgeable in:** Python, SQL, HTML, CSS, Linux shell scripting

## CERTIFICATIONS

Infocomm Certified Technology Specialist (CTS)

AMX Certified Control Professional - Commissioning