

Keith Novak, CTS

Audio Visual Engineer | Castle Rock, CO

Work Experience

Audio Visual Technician - Empower Retirement - Greenwood Village, CO

May 2017 to Present

- Provide audiovisual on site support to clients at the Greenwood Village, CO campus.
- Plan, setup, and execute large format video conferences and town halls.
- Manage digital signage around campus using Samsung MagicInfo displays.
- Maintain video conferencing equipment and manage infrastructure with our telecom partners.
- Assist end users with Cisco WebEx meetings and account management.

Senior Audio Visual Technician - Citigroup - Long Island City, NY

July 2015 to April 2017

- Provided audiovisual support to Citigroup at the Long Island City location.
- Coordinated with clients to setup and execute successful, large-scale town hall and other events.
- Utilized tools such as Telepresence Management Suite (TMS) and Event Management Systems (EMS) to manage audio and video conferences.
- Supported worldwide client base by creating and supporting tickets via the ServiceNow ticketing system, leading in the Audio, Webex, and Incident queues.

Multimedia Technician - BT Conferencing - New York, NY

December 2013 to July 2015

- Provided audiovisual support to Citigroup at the Long Island City location.

Webcast Producer - RVIBE - Bethlehem, PA

April 2012 to March 2014

- Produced live teleconferencing / web streaming broadcasts.
- Provided audio, video, computer, and networking setup & support for clients.

Stage Manager and Recording Engineer - 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

Lebanon Valley College - Annville, PA - 2008 to 2012

- Bachelor of Music in Music Recording Technology
- Bachelor of Arts in Music Performance

Skills

- WebEx, ServiceNow, Cisco TMS, Python, SQL, HTML, Audio Editing, Microsoft Office, TCP/IP

Links

Personal Website: <http://novakeith.net>

Github Profile: <http://www.github.com/novakeith>

Certifications and Licenses

- Certified Technology Specialist (CTS) - July 2016 to December 2020 (Current)
- AMX Designer - October 2016
- Biamp VoIP - February 2018