

Keith Novak

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Profile

Creative multimedia engineer with a colorful career spanning music recording, corporate audiovisual, and technology support. I pride myself in providing prompt and accurate assistance to users, employing a high degree of customer-service skill and technical expertise ensuring user satisfaction.

Work Experience

05/2017 – PRESENT GREENWOOD VILLAGE, CO

Audio Visual Technician **Empower Retirement**

Successfully execute meetings and events for corporate clients, including C-level hosts. Configure, deploy, and maintain audio visual hardware for Empower Retirement's headquarters at the Greenwood Village campus. Train users on best practices for planning and operating virtual meetings.

12/2013 – 05/2017 LONG ISLAND CITY, NY

Audio Visual Technician **Citigroup**

Coordinated with both internal and external clientele to facilitate company-wide meetings and high visibility webcasts. Manage audio, video, and WebEx help desk ticketing queues and assist users in troubleshooting issues in these categories.

04/2012 – 03/2014 BETHLEHEM, PA

Webcast Producer **RVIBE**

Offered professional audio, video, and computer services for the pharmaceutical industry by leveraging the Adobe Connect platform. Responsible for setup and operation of all necessary equipment to successfully run trainings.

09/2012 – 12/2013 CARLISLE, PA

Recording Engineer **Dickinson College**

Self directed recording of all music department concerts. Aided faculty with operation of the auditorium sound and lighting systems.

Education

08/2008 – 05/2012 ANNVILLE, PA

Music Recording Technology | Bachelor of Music **Lebanon Valley College**

08/2008 – 05/2012 ANNVILLE, PA

Music Performance | Bachelor of Arts **Lebanon Valley College**

02/2021 – PRESENT SALT LAKE CITY, UT

Cybersecurity & Information Assurance | Bachelor of Science **Western Governors University**

Certificates

07/2016

Certified Technology Specialist **Avixa**

03/2021

ITIL Foundation Level **Axelos Global Best Practice**

04/2021

CompTIA A+ ce Certification **CompTIA**

06/2021

CompTIA Network+ ce Certification **CompTIA**

06/2021

CompTIA IT Operations Specialist **CompTIA**

Achievements

- Webcast producer for the Citi Music Series for artists such as Jon Legend, DNCE, and Andra Day.
- Helped in transitioning Empower Retirement's conferencing platform from Cisco WebEx to Microsoft Teams.

Skills

– VIRTUAL CONFERENCING



– COMPUTER SKILLS

