

ED DUNKLEY

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SUMMARY

A results driven Information Technology professional who is proficient in a range of computer systems. Successful track record in managing technical support operations. Skilled in computer hardware repair. Accomplished at researching, managing and implementing cutting edge technologies for departmental needs. Goal oriented, enthusiastic and organized. A fast and curious learner with positive approach to problems. Flexible and able to communicate clearly across organizational levels and diverse functional teams.

- Testing and Troubleshooting
- Effective communication
- System set up and administration
- User training

PROFESSIONAL EXPERIENCE

ASG/NetApp, Sunnyvale, CA

2018-2019

A cloud data service and data management company located in Sunnyvale California.

AV Technician III

Maintain the AV infrastructure for the companies Data Visionary Center. Provide support for board meeting audio video system, provide audio visual services for employee meetings.

Provide technical assistance in support of a variety of computer hardware and software.

- Deliver, setup, and install audio/visual hardware, computer hardware and software.
- Maintain, support, and troubleshoot audio/visual hardware, computer hardware and software.
- Answer, evaluate and prioritize incoming helpdesk requests.
- Receive request for assistance on audio/visual, computer hardware and computer-related problems; determine problem and assist employees with resolution.

Santa Clara Valley Water District, San Jose, CA

2017-2018

The Santa Clara Valley Water District provides stream stewardship, wholesale water supply and flood protection for Santa Clara County.

AV Technician

Provide support board meeting audio video system, provide audio visual services for LT/MLT meetings, employee meetings, and public outreach/community meetings.

Provide technical assistance in support of a variety of computer hardware and software.

- Deliver, setup, and install audio/visual hardware, computer hardware and software.
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Walt Disney Family Museum, San Francisco, CA

2011-2017

Walt Disney Family Museum is an interactive animation museum that features the life of Walt Disney and evolution of Mickey Mouse.

Help Desk Technician

Serve as vital resource for Help Desk staff, overseeing daily support operations and providing assistance on complex trouble tickets. Performed troubleshooting, repair, and maintenance of computer systems, hardware and peripherals.

- Successfully completed company-wide upgrade of windows and mac computers impacting more than 50 employees.
- Manage various work orders and set priorities. Set up computers and connect employees to company's secure network, update systems with antivirus software.
- Provide technical support to end-users, leveraging broad-based expertise to handle problem identification, diagnosis, resolution, and escalation via helpdesk system, telephone, and remote support tools.
- Track Priority 1 issues, with responsibility for the timely documentation, escalation, resolution and closure of trouble tickets.

AV Technician

Provide a full range of AV technical duties including AV installations, reactive AV work and repairs, maintenance tasks and set up AV equipment for daily and special events.

Academy of Arts University, San Francisco, CA

2010-2011

The Academy of Art University, formerly Academy of Art College, is a privately owned for-profit art school.

Online Computer Instructor

Created an online classroom environment to teach students editing through the use of traditional linear tape-to-tape time code controlled editing and Microsoft Windows platforms using non-linear Avid DV Express editing systems.

- Developed step-by-step user manuals

Skywalker Sound, Nicasio, CA

2000-2009

Skywalker Sound is the sound effects, sound editing, sound design, sound mixing and music recording division of George Lucas' Lucas Digital motion picture group.

Video Transfer Supervisor

Managed a team of 2 video technicians. Managed the daily operations of the Video Transfer Department including client relations, maintaining work load schedule, invoices and billing. Worked closely with engineering to update video room with new technology.

- Maintain digital file library by creating, moving and setting permissions on files.
- Completed over 98% of job tickets on time with 100% accuracy.
- Create support documentation (data sheets, product guides, application notes, etc)

Avid Editor/Visual Effects Editor

Worked with feature cutting rooms to maintain concise element sync information for compositors, animators and motion control stage crews. Created multiple layer Avid composites for CG pre-visualization and reference. Managed digital Avid file transfers for client off-site image review.

- Led the maintenance of concise elements sync information for compositors, animators and motion control stage crews for movies such as *Star Wars Episode I, Mars Attacks!, Twister, Wild Wild West and Daylight*.
- Created multiple layer Avid composites for CG pre-visualization and reference.
- Managed digital Avid file transfers for client off-site image review.

Computer Graphics Technical Assistant

Worked closely with show Producers and Production Assistants backing up shots and logging individual shot tapes. Edited presentation reels for The Computer Graphics Department

- Serve as technical point person of contact for all video needs for such movies as *Jurrasic Park, Casper and Meteor Man*.
- Technical support and resolve video issues with equipment.
- Setup, diagnose and maintain computers and related computer hardware.

EDUCATION/TRAINING

Certificate of Achievement, Computer Information Systems, College of Marin, Kentfield, CA

Associates Degree, Television Production, College of San Mateo, San Mateo, CA

Certificate of Achievement, Web Design, Academy X, San Francisco, CA

Certificate of Achievement, AVID Advanced Media Composer effects, BAVC, San Francisco, CA

Certificate of Achievement, UNIX Operating System Course, UC Berkeley Extension, Berkeley, CA

TECHNICAL PROFICIENCIES

- Operating Systems: Windows 8/10, Mac OS 10/12, Unix
- Software: MS Project, MS PowerPoint, MS Office, Excel, Google Sheets, Google docs, Google Slides, Dreamweaver, Photoshop
- Video Editing Software: Final Cut Pro, Avid Media Composer, iMovie
- LED Video Walls
- Languages: HTML, CSS
- Video Conferencing: WebEx, Zoom, Polycom

FUN FACTS

- Diehard bay area sports fan (Warriors, Giants, A's and 49er's)
- Enjoy all varieties of music
- Enjoy photography