

Aaron Miller

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Objective

I am a sincere, loyal, dedicated individual with a passion and ambition for learning. I'm looking to grow my personal and professional experience. I have extensive project experience, from concept to development and am willing to take on any challenges put before me. I enjoy relationship building by leveraging strong communication skills and possess an admirable work ethic. I am an inclusive team player yet can also work well independently with little supervision. I am seeking a position where I can further develop my skills and leadership competencies to continue to evolve as a leader.

Experience:

Network & Audio Visual Technician

Encore Event Technologies @ World Center Marriott Orlando FL. November 2013 – Present

- Build and set A/V general sessions and break out rooms for clients using latest A/V gear, projection, lighting and audio
- Currently an Audio Engineer and Video Engineer (A1/ V1)
- Maintain and troubleshoot client's internal network and monitor Wi-Fi traffic for guests attending conferences
- Manage the set-up and support of temporary client networks
- Manage the installation, configuration and testing of computer equipment attached to the network
- Troubleshoot connectivity, wired and wireless equipment
- Anticipate and communicate capabilities to clients in coordination with our sales staff
- Install and maintain on-site computer and network equipment
- Provide hardware and software support to clients / end-users
- Work with third party engineers to ensure network stability
- Maintain a 100% server and switch uptime in a convention resort
- Floor specialist for event network and technical support
- Performed first contact support for vlan and route/switch issues
- Improved technical documentation and procedures for client and internal records
- Ensures uptime and reliability for show-critical networked systems
- Provided additional support to corporate conferences with networking and system support
- Overcame challenges of troubleshooting environments with no documentation or prior knowledge of structure build

Advanced Repair Agent

Best Buy Geek Squad

July 2013 – December 2013

- Troubleshoot client technology for any problems; virus, adware, malware, removal. Data migration
- Maintain, repair and service client technology and devices
- Perform backup for other service agents

Junior Systems Administrator

Seven 1 Nine Media, LLC

October 2010 – November 2012

- Maintain a 100% server uptime for various web properties and email infrastructure
- Responsible for supporting onsite office staff as well as remote users
- Install, configure and support hardware devices such as router, switches and office hardware

- Responsible for all daily technical operations including helpdesk support, creating procedures, setting direction and motivating team to maintain and obtain technological goals

President - Owner

Influx Technologies & Entertainment

January 1995 – Present

- I own my own 20k watt professional sound reinforcement rig with multi channel mixers, digital wireless microphone system, & several drive processing racks.
- Audio engineer specializing in pre & post production, mix down & mastering of various audio media
- Professional Disc Jockey
- Strong knowledge in all facets of recording engineering, demonstrating keen audio/mix capabilities that produce unique and compelling sounds and audio engineering success.
- Successfully able to work under strict deadline driven timeframes with professionalism and accuracy.
- Responsible for all aspects of event management including; site selection, contract negotiation, proposal planning, transportation arrangements, hotel, attrition negotiations, production of meeting materials and equipment, and on-site management.
- Repair and maintain various electrical equipment including PC, laptops, all Mac products, routing equipment, Technic turntables, & stereo multi channel mixers.
- Have freelanced A/V for various conventions occasionally for last 10 yrs, and a couple concert tours.

Education

High School Diploma 1989 Wheatland High Wheatland, CA.

Received 18 credit hrs. at Phoenix Comm. College Phoenix, AZ. '89-'90

Graduated Westside Tech for Network Systems Admin. June 2013.

Have 21 credit hrs. as a result from course to pursue an AA in Comp. Science at Valencia College.

Certifications

- A + Cert., Network+ Cert., Security+ Cert.

JUN. 2013

Skills & Technology

- Expert in customer service relations
- Able to complete tasks autonomously
- Outstanding interpersonal skills
- Strong verbal communication skills
- Proven strong learner with outstanding retention
- Proven leadership abilities
- Extremely organized with astute attention to detail
- Data management
- Intermediate in Adobe CS5
- Intermediate in Microsoft Office: Excel, Word, Power Point
- Proficient in Computers: PC Windows, Mac, POS Systems
- Repair and maintain hardware, PC, laptops, all Mac products, routing equipment
- Supervised and managed associates
- Over 19 years customer service experience
- Familiar with most kinds of analog - digital mixers, high end projection systems, lighting fixtures and software, various microphone systems