Building Reliable, Memorable Technology Experiences



AV • Digital Media • Integrated Technology • Operations

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A technology leader connecting business goals, guest experience, and operational reality.

Who I Am: A Technology-to-Experience Leader

A career progression from hands-on live production and IT to enterprise systems and integrated project delivery.

2003–2006	2006–2008	2008–2011	2011–2015	2015–2024	2024–Present
Cultural events	**Live performance**	**IT foundation**	**Media systems**	**Enterprise media control**	**Integrated project delivery**
Multi-camera direction, live feeds, event execution	Video art, lighting, sound and real-time show delivery	Infrastructure support, networks and workflow automation	Post-production, asset management and DCP workflows	CMS, 10,000+ endpoints, content operations and events	MEP-support, AV, innovative technologies and commissioning

Core perspective: I understand a technology programme from the guest, operator, content, IT/network, infrastructure and project-delivery viewpoints.

The Value I Bring

Four connected capabilities—not isolated technical specialties.

1

Integrated Technology Delivery

AV/MEP coordination
Design reviews & value engineering
Consultant/vendor management
Testing & commissioning

2

Scalable Digital Operations

Enterprise CMS & content delivery
Endpoint governance & monitoring
Scheduling automation
Operational resilience

3

Live Events & Guest Experience

Streaming & synchronization
Real-time technical operations
Immersive media & show systems
Event readiness

4

Leadership & Improvement

Cross-functional coordination
SOPs, QA & governance
Team mentoring
Workflow optimization

I view AV as an operational ecosystem: people, content, networks, infrastructure, physical spaces, maintenance and the guest experience.

Proof at Enterprise Scale

A record of delivery where scale, reliability, speed and brand impact matter.

20+

Years across AV, multimedia, live events, IT and project leadership

10,000+

Digital endpoints supported through enterprise media operations

860+

Next-generation CMS nodes deployed

99.2%

Uptime achieved for CMS deployment

50,000+

Annual live attendees supported through major-event streaming

1,000+

Multimedia packages overseen annually

300+

Cultural events supported through video and AV delivery

7

Cameras in live-feed systems designed and supervised

From Design Intent to Operational Reality

A practical delivery model that starts with needs and continues after handover.

1

Understand the need

Guest journey, business case, venue constraints and operator requirements

2

Define the strategy

Feasibility, technology options, scope, interfaces and risk review

3

Coordinate the design

AV, IT, MEP, architecture, lighting, operations and facilities

4

Deliver & govern

Programme, vendors, consultants, QA, procurement and compliance

5

Test & commission

Verification, acceptance criteria, training and operational readiness

6

Optimize after launch

Monitoring, incident learning, SOPs, lifecycle and future roadmap

Success is not “installation complete.” It is a system operators can run confidently, guests can enjoy intuitively and the organization can sustain economically.

Case Study: Enterprise Digital Media at 10,000+ Endpoints

Scale without losing governance, reliability or brand control.

Challenge

Multi-property media across hospitality, gaming, marketing, internal communications and live events

High content volumes and time-critical changes

Need for consistent content, system health and resilient operations

Contribution

Led CMS and media-system operations

Defined workflows, roles, schedules, distribution architecture and QA

Built asset-library governance, monitoring and operational protocols

Outcome

10,000+ endpoints supported

460+ CMS nodes deployed

99.2% CMS uptime and 99%+ operational uptime during high-volume periods

Reduced manual intervention and more consistent delivery

Content & campaign teams → Asset library → CMS / scheduling / governance → Properties, venues, rooms, LED and event locations

Case Study: Live Events, Streaming & Multi-Site Synchronization

One coherent experience across venue, resort, screens and remote viewing.

Situation

Major shows required a consistent experience across in-room displays, outdoor LED and remote screens.

Live events impose zero tolerance for technical failure and late change.

My role

Designed and implemented streaming platforms for Galaxy Arena events.

Coordinated media, displays, real-time operations and technical-response procedures.

Impact

10,000+ endpoints reached.

50,000+ live attendees annually supported through major shows.

More unified destination-wide experience and event reach.

“Live events are unforgiving: the technology must be engineered for reliability, but the operations must be designed for change.”

Case Study: Integrated AV, Lighting & Guest Experience

Technology as a designed, operationally sustainable experience.

Experience layer	Guest engagement • brand storytelling • event excitement
Control layer	Triggers • CMS • automation • operator interfaces
Visual / Audio / Lighting	LED & displays • media • sound • dynamic and kinetic lighting
Infrastructure layer	MEP • network • electrical • mounting • cooling • access & maintainability

Relevant examples

2025 jackpot celebration platform: displays, dynamic lighting and advanced audio

Feasibility studies: IoT, immersive media, kinetic lighting and signage

Hands-on foundation in live video, lighting, sound and show delivery

Technology should be evaluated through audience value, integration, cost, operational feasibility and lifecycle—not novelty alone.

How I Work Across Teams and Partners

Connecting vision, engineering, operations and delivery.



• Translate user needs into actionable technical deliverables • Resolve interfaces early • Define ownership and acceptance criteria • Build practical governance and SOPs • Communicate clearly with technical and non-technical stakeholders

How I Could Contribute to your Company

Contribution area	What I would bring	Expected business value
Technology project delivery	Integrated AV/MEP coordination, scope definition, design review, vendor/consultant management and commissioning	Fewer interface gaps, better delivery confidence, quality and operational readiness
Media & signage modernization	CMS architecture, content workflows, endpoint governance, monitoring and QA	Scalable communications, brand consistency and stronger operational control
Events & venue technology	Streaming, multi-screen synchronization, event readiness and rapid-response procedures	More resilient events, wider reach and a more coherent guest experience
Operational excellence	SOPs, monitoring, reporting, asset governance, training and post-event learning	Higher reliability, repeatable operations and less manual dependency
Innovation roadmap	Practical assessment of immersive media, smart systems, AI-enabled workflows and IoT	Innovation linked to measurable business, guest and operational value

My First 90–180 Days

Listen first, prioritize with the team, deliver early value and establish sustainable improvements.

First 30 days

Focus

Understand strategy, team, project pipeline, systems, stakeholders, operating model, risks and pain points

Outputs

Stakeholder map
Familiarization plan
Initial risks & opportunities

Days 31–60

Focus

Validate priorities, review active initiatives and operating workflows, identify dependencies and quick wins

Outputs

Prioritized action plan
Project/operational review
Quick-win recommendations

Days 61–90

Focus

Start targeted improvements and align the technology/operations roadmap with key partners

Outputs

Early improvements
Delivery plan
Initial KPI framework

Months 4–6

Focus

Embed standards and operating rhythm; deliver first measurable outcomes

Outputs

Governance & SOPs
Reporting rhythm
Improvement roadmap

My first objective would be to understand before changing; my second would be to create visible, low-risk improvement while building a longer-term roadmap with the team.

Why Me?

I bring the perspective of an AV engineer, digital-media operator, live-event practitioner, creative-production leader and project manager—combined into one practical leadership profile.

SCALE

Enterprise media and display operations across 10,000+ endpoints

DELIVERY

AV/MEP project coordination from concept through commissioning

EXPERIENCE

Live events, streaming, immersive technology, content and operational resilience

I would welcome the opportunity to help your Company deliver reliable, efficient and memorable technology experiences.