Solace Collestan

AUDIO ENGINEER AND IT SPECIALIST

Audio Engineer and IT Specialist with over a decade of experience in technical theatre and live performance, technology consulting, and IT troubleshooting support. Seeking a position to as an audio engineer, audio operator, or A2.

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🏠 Washington, DC

in SolaceCollestan.net

EDUCATION	SKILLS	
B. S. Computer Science Georgia Institute of Technology Atlanta, GA; 2009 – 2014	Sound Board Operation Live Performance Audio Engineering	Audio over IP Collaborative Problem Solving Room EQ

PROFESSIONAL EXPERIENCE

Freelance Audio Engineer, Self-Employment
Washington, DC; Atlanta, GA; High Point, NC; Stratford, ON, Canada | 2002– Present

- Set up audio systems for conferences, musical, and theatrical live productions
- Operate sounds board and balance live audio during shows and presentations for live audiences and archiving
- Consult with directors and producers on best technical and theatrical practices to meet their artistic vision using the equipment and budget provided
- Create soundscapes with hidden microphones and speakers both indoors and outdoors to enhance performances safely
- Teach apprentices in all aspects of being an effective technician – technical skills, workplace safety, professional and interpersonal conduct with production and artistic crews
- Program automated cueing systems for live performances for sound operators to run shows without needing specialized knowledge
- Experience with multiple production systems, using both wired, wireless, and computer technology
  - Sound boards & AV over IP Technologies (such as Dante)
  - Speakers & Microphones
  - Running cables safely and cleanly
  - Placing microphones on performers in costumes discreetly
  - Hanging equipment at height using lifts
- Theatre CV
  - DramaTech: Audio Engineer; Technical Services
  - Some freelance venues:
    - Theatrical Outfit; Woodruff Arts Center; Protect Awesome; The Goat Farm; Fringe Festival Atlanta

Technology Consultant
Ignyte Group | 2022 – 2023

- Facilitated and organized Strategic Planning engagement of George Mason University's (GMU) office of Information Technology Services to create a final deliverable to serve as a 3-year roadmap

- o Provided technical expertise during meetings with C-level executives and documented final plans into operational language for the final document; among others, I focused in five specific areas:
    - ▪ Network Engineering – potential pitfalls they could run into while installing cloud infrastructure, purchasing hardware, and installation timelines
    - ▪ Risk Management – emphasizing the importance of security with their Zero-Trust programs, describing the current state of their auditing programs, and created timelines for future initiatives
    - ▪ Data and Research Management – providing perspective of computational researchers and academics, so IT leadership could come up with realistic timelines and budgets for their upgrade processes
    - ▪ Classroom Technologies and Academic Software – spoke with faculty and academic leadership to understand their vision of this service and facilitated conversations between them and IT to create realistic expectations each side could work with
    - ▪ Audio-Visual Technology and Live Events – asked questions of A/V leadership planned upgrades (hardware acquisition, personnel needs, departmental interaction) and created timelines for IT executive staff

Technology Consultant & HIV Counselor
Office of Assoc. Dean of Research, Howard University Coll. of Medicine | 2021 – 2021

- Met with leadership and stakeholders to go over the security risks and vulnerabilities related to storing and transferring protected health information within HIPAA standards
- As assigned lead for the Telemedicine Pilot Program – Executed duties and presented details to leadership and stakeholders:
    - o Funded through $74,000 CARES Act Grant
    - o Program monitored blood pressure of HIV patients via telephone
    - o Worked with leadership and suggested modernizations of the program via:
        - ▪ Using previously purchased Bluetooth enabled blood pressure cuffs
        - ▪ Collaborating with sister office in the college of computing to create a full-service platform for providers and patients
    - o Additionally, as a counselor, maintained laboratory and clinical readiness to governmental and hospital standards, collected patient data and specimens, tested for disease, and provided post-test counseling and linkage to care services.

Audio Visual/Information Technology Representative
HUCOMIT, Howard University Coll. Of Medicine | 2020 – 2021

- As Technology Representative:
    - o Assisted faculty with managing Zoom classroom - including troubleshooting both software and their own hardware remotely
    - o Advised faculty on how to best use existing academic software to increase student participation, as well as provide quizzes and exams
    - o Guided students in the purchase, set up, and maintenance of their personal laptops, computers, and other devices for compatibility with Howard University's bring your own device (BYOD) infrastructure

- o Organized student help sessions to learn how to use their personal computers for exams, and properly use medical programs ranging from basic study aids to modern radiological software
- Another responsibility of the Technology Representative was to be the central contact for students, faculty and staff for IT support and operating live virtual events

Data Management Platform Engineer
General Motors LLC | 2014 – 2018

- Maintained and built UNIX servers to operate IBM DataStage for extraction, transformation, and loading (ETL) of bulk data into the enterprise data warehouse (EDW) on a rotating basis between team members
- Took the lead in writing Python scripts to automate the manual onboarding process for incoming users and autogenerate paperwork for new server builds for the platform
- Lead the team for creating a process for installing security certificates into IBM DataStage, involving research and experimentation which included rewriting the internal operations manual for future engineers
- Attended team collaboration meetings between database, mainframe, security, operations, and other data management platforms to:
  - o Communicate product roadmaps to technical departments and business partners
  - o Coordinate product teams to drive upgrades and additional server builds using an agile life cycle
  - o Share after-action reports and root cause analyses from multi-platform outages
- Maintained 24/7 on call status 1 week out of every 8 to:
  - o Troubleshoot data and network outages on owned and cloud platforms
  - o Centrally coordinate multi-platform outages, diagnosing issues with DataStage and any connected platforms (Teradata, Oracle, Power BI, etc.) within SLA time-limits
  - o Handle service and incident tickets directed to us from lower-level troubleshooting technicians
- Organized meetings with manager to prepare them for auditing sessions, as well as providing advice on concerns related to product safety and risk management across the enterprise data warehouse

Residential Technology Advisor, Network Technical Lead
ResNet, Georgia Institute of Technology | 2011 – 2014

- As the Network Technical Lead, coordinated and educated other Residential Technology Advisors on how best to troubleshoot and solve user incidents
- Other tasks included providing network infrastructure support across campus, IT support, directing wireless surveys, and maintaining & repairing physical phone and network jacks
- Worked closely with the Office of Information Technology (OIT) to:
  - o Find and report network vulnerabilities and issues
  - o Provide the perspective of Housing to OIT's weekly staff meetings, and report on any decisions made that could affect Auxiliary Services to the ResNet manager
  - o Be Housing's representative to GA Tech's international network infrastructure team
- Implemented planned upgrades to the Institute's enterprise network at Metz, France campus
- Updated and maintained self-help documentation for network users across all campuses and skill levels