

Jeremy Paquette

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Work Experience (Selected)

Audiovisual Technician (L2)

Contractor, ExxonMobil @ Imperial Oil Campus in Calgary (June 2020 – Present)

- Maintain continuity of service when taking over from outgoing audiovisual team
- Supervise three L1 audiovisual technicians and provide continuous training
- Handle escalations related to customer service and technical issues
- Minimize safety incidents by communicating and enforcing strict safety standards

Lead Audiovisual Technician and Consultant

BIG Digital @ WE Global Learning Centre (September 2017 – March 2020)

- Improved partner relations by developing quality co-branded digital content
- Created cost savings by maintaining and repairing equipment in-house
- Increased quality of broadcasts by developing standard event procedures
- Implemented a transition and training plan to ensure continuity when leaving the role

Systems Technician

BIG Digital (October 2015 – May 2016)

- Communicated with sales team and clients to meet their equipment needs
- Maintained and repaired display signage and frames
- Kept inventory of company equipment, using Orion software
- Transported equipment to job sites and supervised crews during setup

Education and Certifications

Master of Digital Media

Ryerson University – Toronto, ON
September 2019 – September 2020

Crestron Programming 201

Crestron Training Institute
June 2019

BFA in Performance Production

Ryerson University – Toronto, ON
September 2013 – June 2017

DMC-D-4K

Crestron Training Institute
May 2020

Certified Technology Specialist (CTS)

AVIXA

March 2018 – March 2021

Key Skills

- Experience with Crestron, Biamp (mostly Tesira), Extron, and other brands of equipment.
- Self-instruction and self-motivation when working alone or with a small team.
- Strong computer literacy, experience with training and writing documentation

References available upon request