

# Eric Bateman

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## Audio Visual Systems Designer and Support Specialist

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A multi-disciplined technology professional with 8+ years experience in audio, video, and IT systems integration. A self-starting problem solver recognized as a strong technical resource, able to digest and translate complicated technical challenges into simple and easy to implement solutions. Expert troubleshooting abilities complimented by years of experience supporting both technical and novice end users.

## Professional Experience

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PCM Marketing

2005-Present

### **Systems Design and Technical Support**

- Technical sales support for an independent manufacturers' rep firm in the Professional Audio industry. Primary duties include AV systems design and technical support for integrators, contractors, consultants, touring sound and retail outlets. Special training in videoconferencing applications.
- Lead product support specialist for Northern California, Nevada, and Hawaii for the following manufacturers: Shure, ClearOne, NetStreams, Sony Videoconferencing, Polycom, LOUD Technologies, Auralex Acoustics, Denon and Marantz Professional, Listen Technologies, TC Electronic and many more.
- IT and network administrator. Design, commission and administration of a Windows 2K3 server serving Exchange, shared documents, ActiveFax, remote desktop, VPN and FTP server for client access to file database. Hardware and software support for four office workstations and four remote laptops.
- Order administration. Placement and tracking of purchase orders, communication and follow-up with over 200 purchasing agents, and support for time sensitive commercial installs requiring tight coordination of delivery times.
- Marketing communications. Layout design and copy for bi-monthly email newsletters. Maintenance of shared Outlook contact database, over 6000 entries categorized by sales rep, manufacturer, account type, etc.
- Travel coordinator for incoming guests. Booking of flights/hotels, and schedule coordination of sales appointments with visitors, sales reps and accounts.
- Tracking of audio equipment inventory, check-in and check-out of samples for sales rep demonstration in the field. Repair and troubleshooting of all equipment, product educator for sales reps at weekly office meetings.
- Sales tracking and commissions reporting. Monthly conversion and consolidation of multiple manufacturers' sales reports into a single sorted Excel summary, used to pay commissions to sales reps.

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KICU Action 36 Television

2003-2005

### **Segment Producer and Sound Engineer**

- Engineered weekly live broadcast of musical performances for Emmy winning High School Sports Focus.
- Audio mixing for sound check and live broadcast of over 200 bands.
- Designed and setup stage PA and broadcast control room mixing system.
- Mentored and trained three assistant mix engineers, managed audio staff schedules.

HostCentric Data Solutions

2005

### **Technical Support Specialist**

- Administration and support for collocated customer and company owned managed servers.
  - Supervised network and diagnosed outages from operation center.
  - Hardware and software installation and custom servers built and deployed to client specifications.
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Guitar Center

2003-2005

### **Pro Audio Department Manager**

- Hiring and training of employees.
- Product educator for Pro Audio sales workforce, responsible for testing and certification of employee product knowledge.
- Designed and installed numerous recording/PA systems for clients for live and studio applications.
- Maintenance of Recording, DJ, lighting and live sound demo displays.
- Key organizer and presenter for product clinics educating customers and working sound engineers.

## Education

San Francisco State University

2000-2004

- Awarded B.A. in Electronic Music.
- Advisor study and Senior Thesis completed using music production programming language Max/MSP.
- Completed advanced Audio and Broadcast studio classes.

## Other Skills and Interests

Discussion, Video and Teleconferencing

- Special training in Videoconferencing codecs including Polycom HDX/VSX, and Sony XG80.
- Provided support and training for ClearOne products including Interact and Converge technologies.
- Installation and support of discussion systems including DIS, Bosch, and Shure Conference One.

Electrical Engineering

- Inventor of ColorSynth MIDI controlled lighting fixtures ([www.colorsynth.com](http://www.colorsynth.com)).
- Circuit design, PCB layout, and assembly level programming of PIC microcontrollers to receive MIDI serial UART protocol and generate PWM signals to control high power LEDs.
- Brought original concept to market in 18 months time, over 50 units sold internationally.

Musician and Performer

- Percussionist for San Francisco based indie rock band Tracing Figures.