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Top Skills

Customer Service
OSI Model
Networking

Certifications

Become a Digital Painter

Henry A Thompson

Digital Media Specialist
Denver Metropolitan Area

Summary

I am a resourceful media specialist versed in IT Support, Networking,
Media Encoding/Transcoding/Decoding, Video Transport, Video
Compression, Conditional Video Access Systems, Video on Demand
Systems, Broadcast Automation, Pre/Post Video Production, and
Graphic Design. My ingenuity and driven personality provides me the
opportunity to work cooperatively as an advocate and independently
as a leader within multiple groups of an organization

Experience

Evolution Digital
Support Engineer
June 2020 - December 2023 (3 years 7 months)
Denver Metropolitan Area

• Support Evolution Digital's clientele and partner vendors with on-call, onsite
and remote assistance with all products and devices. This includes a wide
variety of broadcast products: TiVo iGuide platforms, VU-IT! PPV and VOD
services, Android TV products and services, TiVo APK products, SEI Robotics
STB products, KAON Media Wi-Fi products, and Plume Wi-Fi services

• Interface with Evolution Digital's vendors and customers to replicate field
incidents with ticketing systems such as Zendesk, Jira, and BMC Remedy to
drive issues to resolution

• Gather logs for analysis during incident replication

• Assisting QA teams with testing newly released software/firmware, product
materials, replicating customer field reports, etc.

• Communicate escalation of customer requests to Engineering, QA, and
Development teams when expressed by supported customer and requiring
greater than tier 3 engineering feedback

• Participate or assist in the creation of customer facing documentation including but not limited to user guides, FAQs, manuals, release notes, root-cause analysis, tech bulletins and product requirements

• Train customers when installing or repairing products or services on-site

• Train in-coming employees on proprietary systems and company procedures and protocol

• Provide recommendations of new technologies or products that would benefit Evolution's customer base

• Provide technical sales and demo support as needed

Spectrum
2 years 1 month

System Engineer
November 2018 - September 2019 (11 months)
Denver Metropolitan Area

• Programming, trouble resolution, operations and maintenance of systems, applications and equipment used in the provisioning and delivery of Interactive Services i.e. Video Back-Office Systems, Conditional Access Systems, Switched Digital Video Systems and Video on Demand Systems

• Provide Tier 2 and Tier 3 support for all video systems within Charter Communications

• Responsible for reliable, consistent operation of video systems to provide a quality entertainment and information experience for our customers

• Experience working in Linux operating systems; specifically experience with Ubuntu

• Experience with VOD systems including AMS, catchers, caches, streamers and associated VOD back-offices

• Experience with Conditional Access controllers such as Cisco DNCSs and Arris DACs

• Experience with Switched Digital Video systems from vendors such as Arris and Cisco

Video Engineer
September 2017 - November 2018 (1 year 3 months)
Greater Denver Area

• Support the four primary functions of the Video Operations organization: Acquisition, Encoding, Transport, and Delivery

• Responsible for the surveillance of multiple video systems across multiple geographical areas

• Responsible for remotely troubleshooting, testing, and maintaining video services applications, CDN, and Linear Broadcast services

• Utilization of SCTE MPEG2 and MPEG4 practices

• Knowledge of audio/video program specific information (PSI) including PCR, PAT, PMT, NIT, CAT, and SDT program identifiers (PIDs)

• Technical point of escalation for video events in a 24x7 environment

• Provide support for video systems and surveillance, and first point of escalation for implementing tier 3 video break fix actions

• Identify and escalate to higher tier support teams complex and unique technical issues requiring in-depth evaluation to generate solutions

• Comply with Video Operations Support Center objectives, policies/ procedures, work schedules, and reporting metrics

Starz Entertainment
Master Control Operator
August 2016 - September 2017 (1 year 2 months)
Greater Denver Area

• Responsible for forty-eight program play-out feeds, ensuring quality of play-out switching into programs and maintain playlists within the Grass Valley iTX automation system while validating accuracy

• Operated and monitored master control video/audio playback using Evertz, Miranda, Tektronix, and Wohler systems

• Provided shift supervisor with necessary technical information to troubleshoot any on-air problems

• Provided quick response to resolve on-air discrepancies through electronic data and verbal communication

• Timed out and adjusted all program playlists provided by the Program Scheduling Department

• Prepared all scheduled programming for air

• Checked all shift timelines to ensure all media needed was present and accurate

• Monitored all audio channels, including secondary audio programming and Dolby surround sound

• Coordinated shift responsibilities with Master Control Supervisor

NBCUniversal Media, LLC
Master Control HUB Operator
November 2015 - August 2016 (10 months)
Denver Metropolitan Area

• Performed the duties of a master control operator in a fast paced environment which included: maintaining and manipulating on-air playlists, executing program/commercial/marketing changes, managing live-event and off-air workflows, sending logs for reconciliation and troubleshooting channel playout issues utilizing Morpheus Snell Automation Systems

• Monitored and maintained the continuity and availability for 60+ channel streams

• Communicated effectively across multiple client groups and their production, programming, and traffic teams

• Maintained overall on-air reliability (99.999%) and exceed performance expectations in a dynamic broadcast operations environment

Golf Channel

5 years 3 months

Encode Technician
December 2014 - November 2015 (1 year)
Orlando, Florida Area

• Digitized video and audio for storage into a Media Asset Management system through Telestream systems, Adobe Media Encoder, Avid Media Composer, etc.

• Digitized video and audio from original tape or disc sources for use in the edit rooms

• Created digital files for external and internal viewing of edited shows

• Created files for burning to disc based media (DVD, Blu-Ray, etc.)

• Transcoded files from and to various digital formats (e.g., MXF to Quicktime, MPEG to MXF, ProRes to Flash, etc.)

• Maintained archives of digital files through Front Porch Digital systems for future use

• Communicated and coordinated with clients concerning their encoding needs (Determining storage devices, file formats, security protections, etc.)

• Navigated FTP servers to deliver and receive files to and from clients

Channel Coordinator
March 2013 - December 2014 (1 year 10 months)
Greater Orlando

• Managed the duration, content, and recording of live tournaments and studio shows

• Ensured on air quality of events by utilizing contingency plans arranged by Programming department

• Communicated with on site directors and assistant directors to affirm successful completion of each event

• Communicated with Engineering to maintain quality satellite feeds during tournament transmissions

• Assembled future, full or shortened replays of tournament or studio shows

• Reported any event discrepancy to Programming and Traffic departments

Master Control Operator/Ingest Operator
September 2010 - March 2013 (2 years 7 months)
Greater Orlando

• Monitored audio and video on-air product quality and automation systems for multiple program streams

• Communicated with directors and assistant directors during on-air live and studio programs to ensure event duration accuracy

• Worked with Engineering staff to continually refine work flows, creating new efficiencies and capabilities

• Ingested programs and commercials from various sources into servers while utilizing complex routing systems

• Maintained ongoing communications with associating departments to ensure on-air accuracy.

Freelance On-Air Graphics Coordinator
April 2012 - November 2012 (8 months)
Orlando, Florida Area

• Gathered event and player information for graphical use in the show

• Assisted with error proofing text and graphics for airing

• Communicated with director to ensure timely and accurate introduction of graphics during the show

• Assisted with organization of numbered graphics for Chyron and Viz RT operators

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