

Henry Thompson

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Professional 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

Authorized to work in the US for any employer

Work Experience

Master Control Operator/Traffic Technician

Rocky Mountain PBS-Denver, CO

March 2024 to September 2025

- Daily Master Control checks and operations are shared with Joint Master Control provider. Utilizes automation software and associated broadcast servers, equipment, and operational procedures. Troubleshoots playlist discrepancies and communicates with PMM Network Operations Staff.
- Integrates closely with Traffic personnel, Myers ProTrack traffic software and associated RMPBS traffic workflow procedures and their interrelationships to broadcast automation playlists. Utilizes knowledge of PBS pledge processes and procedures to manage ongoing PBS program changes.
- Assures that program log is appended and correct in automation playlist. Troubleshoots error messages to avoid on-air interruptions. Loads text and manually activates the on-air crawl, manual placing or removal of supers and bugs during live events as required, monitoring live coverage and join in progress events as needed.
- Oversees and assists with local Traffic/Programming content quality control (QC) and ingests to on-air server. Ensures that local content media files are "jumped" in a timely manner and reviews RMPBS local and independent production content for quality and distribution platforms, including posting link, photos, and description to Media Manager, as needed. Works with, interstitial spot QC and ingest, as needed.
- Works with vendor technical support and Technology department members to update, maintain and repair all systems in the Master Control and Technology core environments. Demonstrated capability to troubleshoot and assist repair of production and engineering equipment including master control, primary transmission chain, and equipment room infrastructure including primary router, conversion, distribution and encoding equipment.
- Assists with resolution of over the air outages with broadcast system and equipment failures working with Joint Master Control PMM NOC for on air issues.
- Performs software and firmware updates on broadcast operations systems as required and maintains comprehensive database of updates performed.
- Performs weekly checks and sign offs of RMPBS transmitter and EAS logs for all stations in the network.
- May assist the IT department for LAN, WAN and desktop support.
- Utilizes various technical measurement tools such as vector scopes, waveform monitors, signal generators, spectrum analyzers, etc. used for diagnosis of audio, video and RF systems to analyze and verify technically correct video/audio levels and identify anomalous video and audio conditions.

- Performs discrepancy report follow-up, submits discrepancy report summaries, and tracks and reports down time of regional transmissions.
- Will be required to work flexible hours in a 24/7 environment and respond to on-air outages and equipment failures; participate in on-call rotation with Engineering staff.
- Performs other duties as assigned.

Support Engineer

Evolution Digital-Denver Metropolitan Area

June 2020 to December 2023

- 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 to recreate field incidents with ticketing systems such as Zendesk, Jira, and BMC Remedy to drive issues to resolution
- 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 Deployment teams when expressed by supported customer and requiring greater than tier 3 engineering feedback
- Participate or own 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

Video Acquisition & Compression Technology

Comcast-Denver, CO

September 2019 to June 2020

- Operate, maintain, and troubleshoot diverse video compression and distribution systems
- Use in-depth Information Technology skills and knowledge to ensure maximum availability and reliability for video and data transmission systems that include video compression, fiber optic, RF, and IP distributions
- Perform detailed testing and validation of all video compression systems to ensure operability
- Perform preventative and corrective maintenance on satellite acquisition and transmission systems including high powered transmitters and antennas
- Installation and configuration of satellite receivers for content acquisition and distribution
- Utilize test equipment and monitoring resources to solve moderate MPEG and data problems
- Create data and metric systems to track operational workflows, maintenances, resources and system failures; maintains records of results and feedback
- Provide advanced troubleshooting support when complex issues arise to support operational standards and uptime
- Analyze data and metrics, identify problem areas, and provide actionable insight to management
- Act as an advocate for Engineering and Operations procedures, policies, and processes
- Work closely with broadcast and engineering staff on system design and configuration

System Engineer II

Spectrum Communications-Denver, CO

November 2018 to September 2019

- 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

- Advanced experience working with Unix/Linux operating systems; specifically experience with RedHat, and Solaris

- Experience leading systems and applications support for complex, high- reliability systems and architectures supporting video services or back-offices

- Direct experience and knowledge of VOD systems including AMS, catchers, caches, streamers and associated VOD back-offices

- Direct experience and knowledge of Conditional Access controllers such as

Cisco DNCs and Arris DACs

- Direct experience and knowledge of Switched Digital Video systems from vendors such as Arris and Cisco

Advanced Video Engineer I

Spectrum Communications-Denver, CO

September 2017 to November 2018

- 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

- 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

Master Control Operator

STARZ Lionsgate-Denver, CO

August 2016 to September 2017

- 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

Master Control HUB Operator

NBCUniversal Media, LLC-Centennial, CO

November 2015 to August 2016

- 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

Encode Technician

Golf Channel-Orlando, FL

March 2013 to December 2014

- 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

Golf Channel-Orlando, FL

March 2013 to December 2014

- 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

Golf Channel-Orlando, FL

September 2010 to March 2013

(2 years 7 months)

- 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 will 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

Golf Channel-Orlando, FL

April 2012 to November 2012

- 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

Master Control Operator

Gainesville Television Network-Gainesville, FL

August 2007 to September 2010

- Monitored the station's programming on air by regulating Florical Automation and Digital Broadcast Systems
- Ingested programs and commercials into servers
- Segmented programs for airing
- Taped feeds from various satellites and other outputs

Ad Graphic Designer/Editorial Production

The Independent Florida Alligator-Gainesville, FL

November 2005 to August 2007

- Designed logos, graphics, and advertisements for local companies
- Manipulated images to the client's consent
- Created vector art to enhance advertisements
- Actively organized relationships with sales personnel to acquire a well communicated piece
- Paginated news columns with graphics

Education

High school diploma or GED

Skills

- Adobe Premiere Pro
- Live streaming
- Adobe After Effects
- Communication skills
- Instagram
- TikTok
- Video editing
- Pre-flight Printing Protocols
- OSI Model

- Audio-visual technician experience
- Coaxial cable installation
- Audio mixing
- Java
- Visual UI/UX design
- Digital art
- Digital color correction
- Cat6
- Adobe Photoshop
- Working in the AV industry
- TCP
- AI
- Hospitality
- Customer service
- Corporate event audio projects
- Low-voltage electrical wiring
- AV installation within corporate environment
- Network protocols
- Debugging
- Proofreading
- Cat5
- Computer networking
- Video shooting
- Video Transport
- TCP/IP
- Windows
- WordPress
- Technical troubleshooting support
- Audio-video synchronization
- Project management
- Live event audio projects
- HTML
- SEO
- Graphic design
- Front desk
- Motion graphics
- Social media engagement
- Volunteer training
- Motion graphics editing
- Analysis skills

- Crestron
- Attention to detail
- Live sound reinforcement
- Microsoft Word
- Podcast production projects
- Microsoft Excel
- Photo manipulation
- YouTube
- Linux
- Social media strategy
- Photo editing
- Content creation
- Mac OS
- Storytelling
- Production design

Links

<https://alforde.com>

<https://htportfolio.com/>

Certifications and Licenses

Driver's License