

Eric Sack

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Summary	<p>Creative Multimedia Technician</p> <p>Solutions-oriented multimedia technician with creative problem-solving ability brings analytical mind and love of learning to every task. Has provided over ten years of customer support in a broad range of media technologies (from computers to cameras to home theaters) including the creation of new systems and programs. Constantly building upon his skill set and expanding his capabilities.</p> <p>Core Competencies: Troubleshooting Customer Relations Media System Installations Keen Ability to Improvise</p> <p>Technical Proficiencies: SOFTWARE: WinXP; Office Suite, & Mac OS 10.5; iLife Suite, Final Cut Pro, Pixel Toy, VDMX 5. VIDEO: Broadcast engineering, live television directing, video camera operation both manual and robotic, live video mixing and projection, remote studio operations. Studio and location lighting. HARDWARE: Installing upgrade components to working systems (video cards, memory, etc), using diagnostic tools to locate and replace troublesome elements in non-functional systems. LOGISTICS: Transporting, loading in, laying cable, setting and powering up of equipment, hanging projectors and monitors, all the details needed to ensure trouble-free, safety conscious operation</p>
Experience	<p>Equipment and Facilities Manager</p> <p>September 2006 – present, Lowell Telecommunications Corporation, Lowell, MA</p> <ul style="list-style-type: none">● Created and initiated procedures to make my role more efficient and automated, including database management, physical plant layout and purchasing protocols.● Designed and rebuilt several key areas of the facility to fit into my overall vision of functionality based on elegant design, ergonomics, modularity and expandability.● Stepped completely beyond my job description to initialize or re-invigorate outreach efforts, using existing projects or initiating new projects to expand our organization's capacity to serve the community.● I continue to develop my skill set by attending seminars, conferences and workshops as well as finding work experiences which will improve my knowledge base of contemporary technologies.

	<p>Supervisor Trainee January 2005 – January 2006, Trace Construction, Needham, MA</p> <ul style="list-style-type: none"> ● Coordinated between architects, engineers, various trades, building inspectors and clients to complete complex commercial construction projects on schedule ● As situations demanded, performed that labor which was necessary but not covered by the existing sub-contractors ● Operated the collection of tools and vehicles which were necessary for the job at hand
	<p>Fitness Equipment Service Technician December 2003 – November 2004, Atlantic Fitness, Northbridge, MA</p> <ul style="list-style-type: none"> ● In-home troubleshooting and repair for a variety of consumer fitness equipment ● Maintained floor model displays and customer returned machines in busy retail stores, ranging from department stores (Sears) to big-ticket fitness machine specialty shops ● Successfully tracked multiple jobs through initial diagnostic visit, parts ordering, and completion. Generated detailed reports to ensure company reimbursement. ● Worked with diverse clientele in a customer service capacity
	<p>Airship Ground Crew August 2000 - October 2003, Airship Management Services, Greenwich, CT</p> <ul style="list-style-type: none"> ● Followed, landed and launched the Fuji Film airship during it's rigorous year-long event driven tour of the US as part of a 24 member crew. ● Secured and tended 200 ft. long blimp, as ground crew, under wildly varying weather conditions. Trusted with sole responsibility for ship's safety. ● Installed FLIR gyro-stabilized camera system and microwave transmitter for network broadcast. Provided relief to camera operator during long flights (in volunteer capacity in exchange for time on equipment).
	<p>Community Media Producer June 1997 – Present, Lowell Telecommunications Corp., Lowell, MA</p> <ul style="list-style-type: none"> ● Provided technical support for a variety of staff and member media productions at LTC (www.ltc.org) ● Trained and operated various equipment for both in-studio and on location productions i.e., cameras, lighting, engineering, editing (both linear and non-linear), CG, technical direction/ video mixing and set building ● Assisted several local origination productions ranging from simple single person, in studio commentary shows to channel sponsored simul-cablecasts of the Lowell Folk Festival. ● Created, produced and directed, “Don't Try This @ Home” an hour and a half long LIVE arts/music program which aired monthly for over two years.

	<p>Entrepreneur, Service Manager September 1996 – August 2000, dba: Eric Sack, Salem, NH</p> <ul style="list-style-type: none">● Initiated contacts in the fitness industry, secured contract work in the delivering and setup of professional grade equipment in health clubs, hotels, corporate facilities as well as customers' homes.● Maintained and repaired equipment on-site, as a certified repair firm for several manufacturers.● Developed a service contract program for new and existing customers, which offered proactive maintenance. Resulted in reduced downtime, increased customer satisfaction, and stabilized revenue in an inherently seasonal industry.
Education	<p>Northern Essex Community College, Haverhill MA 1997 – 2000</p> <ul style="list-style-type: none">● Took various business and electronic courses for personal advancement.
References	<p>References are available upon request.</p>