

**Aaron Jaeger**  
**9625 Trinidad Lane, St. Louis, MO 63126**  
**314-478-1044**  
email@aaronjaeger.com

## **Objective**

Seeking a challenging position in audio/visual, information technology, or related fields within a professional environment. Eager to contribute creativity, foster growth, and advance professionally while delivering top-tier solutions to clients. Dedicated to meeting diverse application requirements and providing ongoing support to ensure client satisfaction.

## **Experience**

### **Color Art – November 2020 - July 2023** **Project Manager, Field Engineer**

#### *Project Management, Field Engineering, and Final Commissioning*

- Managed end-to-end project lifecycles, from initial planning to commissioning.
- Oversaw physical construction layout, including rough-ins and cable management, collaborating with contractors for seamless execution.
- Maintained continuous client communication to ensure satisfaction and address any concerns promptly.
- Proficient in commissioning presentation systems, specializing in Unified Conferencing platforms such as Microsoft Teams, Zoom, Cisco, Google Hangouts, and Webex.
- Expertise in staging systems, ensuring firmware updates, IP configurations, and seamless integration with IT networks, VoIP/SIP, and touch panel controls.
- Demonstrated proficiency in solving intricate issues related to audio/visual and networking components, ensuring minimal downtime.
- Proactively identified and resolved challenges, optimizing system performance, and enhancing overall project success.
- Led rigorous staging processes, ensuring all firmware was up to date, configuring IPs, DNS, DHCP, and collaborating with IT for seamless integration.
- Conducted comprehensive in-house testing of systems, including touch panel controls, to guarantee optimal functionality before deployment to customer sites, as well as final on-site commissioning.

### **Shiller's Audio Visual - St. Louis, MO June 2015 – March 2020** **Systems Engineer**

#### *AV System Design, Programming, Troubleshooting and Commissioning*

- Designed and programmed audio/visual control systems utilizing Crestron, Extron, and FSR, ensuring seamless functionality and user-friendly interfaces.
- Configured and integrated Cisco, Polycom, and Lifesize codecs in various environments, including boardrooms, conference rooms, theaters, and classrooms.

- Configured and supported soft conferencing solutions, including Zoom, Google Hangouts, BlueJeans, and others, ensuring reliable virtual communication across diverse platforms.
- Provided expert troubleshooting support for technicians in the field, resolving issues promptly to minimize downtime.
- Conducted programming and tuning of DSP units, collaborating with various brands such as Biamp, BSS, QSC, ClearOne, Symetrix, Extron, Ashly, Atlas, JBL, and Crown.

**TSI Global Companies – June 2011 - April 2014 St. Louis, MO  
Systems Engineer**

*AV System Design, Programming, Bidding, and Implementation*

- Designed and programmed audio/visual control systems, specializing in Crestron, to meet specific client needs and project requirements.
- Integrated Polycom and Cisco video conferencing systems, ensuring compatibility in various environments, and optimizing communication experiences.
- Created visually appealing graphics and touchscreen panel designs using various professional design tools.
- Implemented cutting-edge developments such as iPad controls and room schedulers to enhance user interaction and system functionality.
- Programmed and fine-tuned DSP systems for brands such as Biamp, ClearOne, Polycom, Ashly, and others, ensuring optimal audio quality and system performance.
- Delivered local and remote support to customers, sales teams, and technicians, addressing inquiries promptly and ensuring customer satisfaction.

**Conference Technologies, Inc. - St. Louis, MO November 2000 – February 2011  
Programmer / IT Administrator**

*AV Control System Engineer and Programmer (2005-2011), IT Administrator (2000-2005)*

- Programmed and integrated audio/visual systems using Crestron, AMX, and Extron, delivering tailored solutions for clients.
- Designed, implemented, and maintained LAN/WAN connectivity and infrastructure and upgrades, enhancing overall network performance utilizing Cisco, Adtran, Intel, and other switches, routers, and firewalls.
- Designed visually appealing graphics and touchscreen panels, enhancing user experience and system functionality.
- Programmed and set up video walls using Jupiter, Barco, Christi, and other projector/display-based systems for immersive visual displays.
- Programmed Biamp, ClearOne/Gentner, and Polycom audio DSP systems, ensuring optimal audio quality and seamless integration with AV setups.
- Provided comprehensive local and remote support to customers and technicians, ensuring efficient problem resolution and customer satisfaction.

**Compaq Computers, Inc. – January 1998 – November 2000 St. Louis, MO**  
**Customer Engineer**

*Setup, Maintenance, and 24-Hour Immediate Response to Mission Critical Equipment*

- Installed and maintained Compaq and Tandem Non-Stop Kernel systems, ensuring optimal performance and reliability of mission-critical communications equipment.
- Conducted technical repairs on drives, printers, networking devices, and other computer equipment to minimize downtime.
- Delivered comprehensive customer support, both in-house and on-site, ensuring prompt issue resolution and customer satisfaction.
- Provided on-call support for critical systems, demonstrating flexibility and commitment to meeting customer needs.
- Conducted technical repairs on a range of equipment, including hard drives, printers, networking devices, and other computer equipment, ensuring optimal functionality and preventing disruptions.

**Education**

1993-1995 - Missouri Technical College - St. Louis, MO- Associate Degree, Electronics Engineering  
Electronics (analog and digital, audio engineering design principles and implementation, troubleshooting, and design mathematics).

1986-1989 - Parkway South Senior - St. Louis, MO- General Study  
General Diploma

**Current Certifications Include:**

- QSC Programmer Certification
- Kramer Designer
- Kramer Programmer
- Biamp DSP Certification
- Extron Associate
- Extron Programmer

**Additional Skills / Addenda**

- Typing: 90 WPM.
- Over 20 years of hands-on experience in A/V programming, implementation, design, and troubleshooting.
- Expertise in multiple A/V control systems, computer operating systems, video wall, and multiple windowing processors.
- Over 25 years of experience in telecommunications and networking, specializing in IP-based phone systems, video conferencing, and integration with VPN, RAS, SMS, SQL, VM, MS Exchange, O365, various gatekeepers, and firewalls.
- Extensive knowledge of computer programming, networking design, installation, and troubleshooting.
- Proficient in website design, programming, and development under both Apache and IIS.
- Skilled in graphic design for both websites and touch panel interfaces utilizing various tools including Photoshop.

References available on request.