

Dave Euson

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Professional Summary

Dynamic and results-driven professional with over 15 years of experience in broadcast video, digital workflows, and post-production. Proven track record in managing top-tier accounts, delivering advanced technical solutions, and enhancing customer satisfaction. Adept at working with international teams, providing P1 support, and developing innovative workflows. Possesses a deep understanding of video codecs, transcoding technologies, and cloud operations. Committed to driving operational efficiency, fostering strong customer relationships, and leading product development in high-pressure environments.

Key Skills

- **Digital Media & Post-Production:** Expertise in video formats, transcoding technologies, post-production software, and hardware.
- **Asset Management Systems:** Proficient in MAM and DAM systems.
- **Technical Support & Customer Relationship Management:** T1-level support for top media networks, strong customer relationship skills.
- **Remote Work & Team Coordination:** Experienced in working remotely with international teams.
- **Problem Solving & Data-Driven Decision Making:** Effective in high-pressure situations, leveraging data for decision-making.
- **Demonstrations, Training & Product Development:** Producing and presenting demos, training customers, and participating in product development cycles.
- **Cloud Integration & CDN Management:** Experience with cloud technologies and content delivery networks.
- **Video Encoding/Transcoding & Broadcast Engineering:** Proficient in video encoding/transcoding processes and broadcast engineering principles.

Professional Experience:

Telestream

Los Angeles/San Deigo, California (Remote Position)

Technical Account Manager - Major Partners

Aug 2023 - Present

- Serving as the Technical Account Manager (TAM) for Telestream's leading partners, overseeing the top 5 accounts for advanced technical challenges and overall health.
- Focus on Capture (Lightspeed Live Capture), Transcoding (Vantage), and cloud operations (Vantage Gateway/Encoding.com).
- Provided education and training to the support team, enhancing their ability to assist customers effectively.
- Ran weekly customer meetings to ensure alignment on project goals and deliverables.
- Finding new revenue streams

Senior Applications Specialist, Professional Services

Dec 2021 - Aug 2023

- Played a multifaceted role in helping customers achieve their goals using Telestream's solutions, primarily focusing on unique Vantage integrations.
- Led efforts on advanced and intelligent post-production workflows for customers across multiple products.
- Acted as the leading expert on special projects regarding Avid and Adobe support and integrations.
- Managed a working Avid lab for testing, including all Telestream products and Avid Nexis and Interplay.
- Oversaw a 13-host VM Server (vSphere) environment for internal lab testing.
- Created and taught training materials for both onboarding and customers.
- Served as the technical lead for tradeshow such as NAB and IBC, as well as special client installations.

Dalet

Sr Support Engineer and Presales (*Hybrid role*)

Los Angeles, California (Remote Position)

September 2019-December 2021

- Returned to Dalet to lead support for Amberfin and the recently acquired Ooyala Flex, focusing on workflow optimization and media asset management (MAM).
- Managed weekly meetings with customers to address features and bugs, acting as a consultant for profile and workflow creation.
- Led technical sales meetings, providing expert guidance and solutions, and enhancing client relationship management.
- Provided Tier 3 level support, training, workflow development, and installation of Dalet and Amberfin products, including features such as ingesting, transcoding, mastering, QC, review, and MAM for leading industry broadcasters.
- Developed new solutions using Amberfin Workflow Engine and Ooyala Flex, integrating cloud technologies and business intelligence.
- Trained customers and created educational materials for Dalet staff, ensuring customer satisfaction and cross-functional collaboration.
- Became a product expert and the “go-to” person for product information within the team, leveraging data-driven decision-making.
- Required expert knowledge of video codecs and transcoding terminology, workflows, Groovy scripting, troubleshooting skills, networking, and multitasking.

Snapstream

Senior Customer Success Manager

February 2019 - July 2019

- Reported directly to the CEO, managing over 250 Snapstream customers with a 98% retention rate.
- Consulted and trained Snapstream partners on various digital media workflows.
- Hosted weekly training webinars on various Snapstream topics.
- Guided customers through difficult technical problems to resolution.
- Monitored customer usage of Snapstream over time and created warnings of churn.
- Represented Snapstream Solutions at the NAB 2019 trade show.

Ooyala

Senior Customer Success Manager

Los Angeles, California (Remote Position)

May 2018- February 2019

- Led weekly client meetings and quarterly onsite visits for review and account management.
- Monitored clients' usage of the product daily and created analytical data to track performance.
- Worked directly with sales and technical staff to explore new ways the Ooyala platform could expand customers' video workflows.
- Acted as a product expert across the Ooyala line of tools, including OVP, live streaming, and Flex supply chain.
- Provided broadcast workflow tools such as workflow orchestration, content supply chain, online video platforms, video analytics, and live streaming.

Glookast

Pre-sales: Solutions Architect

Los Angeles, California (Remote Position)

January 2016-May 2018

- *Led pre-sales efforts in the North American and Asia Pacific regions.*
- *Introduced Glookast to new markets, including Japan, the Philippines, and Hong Kong.*
- *Coordinated directly with Avid and other manufacturers to incorporate Glookast into current and upcoming offerings.*
- *Managed multiple server environments, including virtual images and cloud deployments.*
- *Conducted domestic and international travel for training and Proof of Concept (POC) meetings.*
- *Required a deep understanding of digital video technologies, formats, and workflows.*
- *Showcased Glookast products at industry trade shows such as NAB, Avid Connect, HPA, After NAB, Interbee (Japan), and After NAB (Japan).*
- *Created and managed Virtual Machine ecosystems running Windows, Mac OS, Ubuntu, and FreeNAS.*

Dalet/Amberfin

Product Support Engineer/TAM

Burbank, California

November 2013-January 2016

- Acted as Tier 3 support and product specialist for the Amberfin product line, a high-level video capturer and transcoder.
- Provided Technical Account Management for major broadcasting facilities around the U.S.
- Developed and provided training classes on video fundamentals and onboarding of Amberfin products.
- Tested, reproduced, and reported bug fixes to engineering teams.
- Expanded role into Pre-Sales responsibilities.
- Managed Windows 7 and Windows Server environments.

NBCUniversal- E!, G4/Esquire, Style, Bravo Networks

Post-Production Engineer/ACSR II

Los Angeles, California

February 2012- November 2013

NBC Universal, Los Angeles/Wilshire Post Production Facility

- Provided 24/7 support for over 100 post-production bays.
- Supported Avid, Adobe, and EVS products for editors and producers.
- Managed large Avid (Interplay and ISIS) and EVS environments.
- Offered after-hour and live event support (Oscars, Golden Globes, Emmys).
- Directed and deployed major upgrades for edit bays and in-house studios.
- Installed video game capture stations for TechTV / G4.
- Ensured smooth operations in a high-pressure studio and broadcast environment.

Atlas Digital

Post-Production Engineering Support Technician (Avid ACSR)

Santa Monica, California

May 2010 – February 2012

- Served as the technical lead of the Santa Monica facility, providing post-production support and equipment both in-house and off-site.
- Provided onsite support and installation of all Avid and Adobe products to editors and producers.
- Participated in an after-hours “On Call” support rotation.
- Serviced and deployed large Windows and Mac OS clients and servers.

MatchFrame Video

Post-Production Rental Field Support Technician (Avid ACSR)

Burbank, California

November 2006 – March 2009

- *Provided onsite support for all Avid and Adobe products to editors and producers.*
- *Participated in an after-hours “On Call” support rotation.*
- *Managed priority media management software (“Matchframe On Demand”).*
- *Directed and deployed large deployments of edit bays.*

Education:

Video Symphony, Burbank, CA- Post Production Program Graduate, 2007

Burbank, California

Post Production Program Graduate, 2007

- *Completed a two-year intensive post-production program led by industry professionals.*
- *Became an Avid Certified User, which later led to becoming an Avid ACSR.*

Moviola:

Hollywood, California

- ***Avid Certified Service Representative (ACSR): Interplay (MAM) and ISIS (Storage) Certifications***

labm:

- *Video Over IP (VOIP) Course*

Crescenta Valley High School

La Crescenta, California

- ***High School Diploma, 2004***
- *Video Production Classes*