

Robert Vincent Crifasi

Technical Support / Network and IPTV Digital Systems Integration Engineer

858 South 300 East, Salt Lake City, Utah 84111, (801) 592-4824, RobbV@Crifasi.net

SUMMARY

- Excellent written and verbal communication skills, self-motivation, dependability, flexibility, outgoing and friendly attitude, and the ability to communicate technical issues to the experts as well as the layperson.
- Strong interpersonal and communication skills with coworkers, vendors, customers, management, and engineering team members.
- Ability to solve problems quickly and completely and provide technically feasible solutions under broadcast outage / system-down conditions.
- Ability to multi-task and adjust priorities based on workload.
- Increased sales 30%, representing the best interests of the equipment manufacturer and the headend users and by providing a solid track record of successful intervention in critical circumstances.

TECHNICAL SKILLS

- System-critical electronic equipment installation, troubleshooting and the repair / prevention of broadcast outages on a daily basis ensuring product uptime for Network and the digital broadcast cable and satellite industries.
- Knowledge of Ethernet TCP/IP routing, VOD Servers, Multicast, QoS, DSL, and Optical technologies. Exposure to VOD servers and networking technologies on various operating environments.
- Analog RF and digital QAM technologies including QAMs, DSLAMS, set-top boxes, CPE devices, VOD servers, commercial insertion devices, security encryption devices, rate shapers, encoders, decoders, network switchers, routers, bridges and hubs, etc. MPEG encoding and compression technologies.
- IBM and MAC desktop workstations and peripheral equipment, MS Office Suite, Windows OS, XP, Vista. Exposure to UNIX on Solaris workstation.

WORK EXPERIENCE

Mobil Technology, Inc., *dba* MotoSAT

2006 - 2007

Technical Support Engineer, Tier II

- Responsible for ensuring customer satisfaction, education, troubleshooting, and repair of complex automatic satellite dish pointing systems for the mobile RV community and other industries.
- Troubleshoot remote end-user TCP/IP (IPv4) computer networks; robotic electro-mechanical antenna positioning systems; VAR modems/terminals, transmitters, LNBS, and other equipment critical to successful mobile Internet access on PC and MAC workstations, and roaming TV reception.
- Responsibilities: resolution via telephone; tracking call-in ISP customer and dealer issues on a daily basis, including the diagnosis, part replacement and/or repair, shipment, and end-user satisfaction.
- Documentation: creation and update of customer and dealer accounts, technical writing, white papers, user troubleshooting guides, RMA, and service call tracking using SQL database.

RVC Enterprises

2005

Private consulting service to provide proprietary technical information to private companies in the digital video OEM industry.

RGB Networks, Inc.

2004

Field Application Engineer

- Video-on-Demand products for the cable broadcast industry. This was a temporary assignment to assist core engineers in the startup and product-to-market development of new digital video edge equipment for the cable head-end.
- Responsible for installing digital video OEM VOD equipment in the System Integration and Test lab facility and providing technical support.

Terayon Communication Systems, Inc.

2001 – 2004

Senior Video Technical Support Engineer

- Provided product to market support of MPEG-2 digital stream management systems, both standard-definition (SD) and high-definition (HD) video streams with a wide range of interfaces.
- Responsible for device support of an MPEG-2 digital stream management system that introduces the next generation of broadband services to the broadcast network.
- Provided field support of ASIC designed statistical re-multiplexing device functionality as well as advanced stream processing, ad insertion and network distribution capabilities.
- Developed skills with all MPEG compliant equipment from the leading providers to the cable industry, including (but not limited to) Terayon, Minerva, Harmonics, Scopus, Scientific Atlanta, and GI.
- Increased sales 30% by resolving various system-critical issues and outages. Assisted field engineers who were encountering load balancing and QoS problems at their Telco client sites. PCR jitter, TS terrestrial interference, GI and SA IRT/IRD receiver outages, network TCP/IP issues, digital ad insertion timing issues, SONNET glitches, cosmic sunspot interference, etc., by daily occurrence.

American Multiplexer, Inc.

1999 – 2001

Video Headend NOC System Analyst

- Network Operation Center analyst / supervisor / engineer.
- Utilized skills with Minerva, Grass Valley, SNMP, Philips, SkyStream and video over Cisco IP network – multicast / unicast format.
- Member of the core engineers to install and successfully broadcast via satellite uplink (Satmex 4) broadband IPTV using the equipment of the day, *i.e.*, Minerva A / V encoders in real-time.
- Built racks of DVD / SVHS players (and live Hi-8 video cameras), the output of which was encoded to MPEG-2 IP packets (2-4 mbps) using the networked Minerva encoders via the Media Gateway. The infrastructure was integrated using IBM Video Servers, Grass Valley media routers, Cisco IP routers, Phillips encryption, and SkyStream EMM control. The entire network was monitored via HP OpenView. The multicast / unicast output Transport Stream was then RF modulated and up-linked via satellite to the end users across the continental US.
- Digitally encoded MPEG streams and encrypted live and pre-recorded video broadcasts to remote IP networks via RF uplink / downlink satellite systems.

Lam Research Corporation

1996 – 1998

Senior Field Service Engineer / Technical Support Engineer

Lam Research Corporation is a leading supplier of wafer fabrication equipment and services to the worldwide semiconductor industry.

- Increased sales 30% by providing extraordinary customer support and training on-site and internationally.
- Installed, maintained, and repaired plasma etch capital equipment for wafer fabrication in the semiconductor industry.
- Acquired heavy electro-mechanical experience with computer controlled robotic mechanisms.
- Setup and maintained high-vacuum chambers in clean room environment.
- Previous experience – **Field Service Engineer**

EDUCATION AND PROFESSIONAL TRAINING:

State University of New York, Farmingdale, NY

- Associate Applied Science / Aerospace Technology
- Minor - Computer Science
- SEL Pilot Certificate – United States of America, Federal Aviation Administration

Suburban Technical School, Hempstead, NY

- Certified AC/DC Electronics Technician
- Technical Certificate awarded

Silicon Valley Technical School, Fremont, CA

- Certified IT Network Technician
- A+ training

REFERENCES: Upon request.