

Dade Michael Veron

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EDUCATION

Yale School of Drama, New Haven, CT Aug. 2011 - May 2013
Department of Technical Design & Production

Brown University, Providence, RI Completed Aug. 2007
A.B., American Civilization, awarded May 2008

EXPERIENCE

DadeWeb June 1997 - Present

Freelance IT Technician and Technical Director

- Provide multi-level technical support for individuals and organizations on an open-ended array of hardware and software issues, primarily in Windows-based environments
- Ability to support users on-site, over the phone, via live chat, and/or through remote access programs
- Repair, install, and administer Local Area Networks and telephone systems
- Consult individuals and organizations on IT needs, make recommendations, and evaluate products and services from a variety of vendors with goals and budget in mind
- Maintain web, email, DNS, and file servers, primarily in Unix-based environments such as FreeBSD
- Dual work as a technical director and carpenter for theatrical scenic construction and installations

Yale Repertory Theatre/Yale School of Drama, New Haven, CT Aug. 2011 - May 2013

Various technical assignments

- Roles included production supervisor, technical director, master electrician, and projection engineer
- Executed projects based on knowledge of electrical circuitry, programmable logic controllers, network architecture, automation control software, TCP/IP, UDP, DMX, MIDI, and Modbus protocols

The Sandra Feinstein-Gamm Theatre, Pawtucket, RI Aug. 2007 - June 2011

IT Administrator and Technical Director

- Provided desktop OS, application, and hardware support for an organization of approximately 12-20 full and part-time users in a Windows-based environment
- Maintained the Local Area Network (wired and wireless), including file sharing, intranet website, routing and connectivity issues, firewall and security policies, networked printers and scanners, and VPN access
- Primary contact with hardware, software, internet, and telecom vendors for technical issues and evaluation of products and services in the context of assessing the organization's IT needs
- Planned and installed wiring for LAN and telephone systems to offices within a multi-level complex
- Ensured maximum up-time for central ticketing server, backup systems, and individual workstations through routine after-hours maintenance and automated local and remote file backups
- Helped transition the organization to cloud-based productivity solutions for email and scheduling
- Simultaneously managed and organized all technical aspects of the production process, including building plans, materials acquisition, labor, construction, changeovers, rigging, and set maintenance

Veron & Son, Inc., Harvey, LA June 1997 - Present

IT Administrator

- Research, acquire, install, and maintain all IT products and services, including PC workstations, networked printers and scanners, wired and wireless LAN equipment, laptops, mobile phones and broadband devices, landline phones and fax machines, cloud services, email, and website
- Provide on-call remote support for users at two offices and remote job sites
- Also managed the trucking dispatch office, Summer 2002 and June 2004 through August 2005

SKILLS

IT Maintenance: Skilled PC software & hardware troubleshooter; practiced LAN installer & administrator
Webmaster: Extensive understanding of web & mail servers, HTML coding, and server support apps
Driving: Licensed driver with clean record and personal vehicle
CAD Platforms: Extensive use of 2-D AutoCAD; Knowledge of 3-D AutoCAD and SketchUp
Carpentry: Expansive knowledge of and experience with scenic construction and woodworking tools
Certifications: AHA Heartsaver First Aid and CPR AED; OSHA 10; eTIPS On Premise; Crowd Management