

Anna Fagin

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Summary

Diligent and proactive IT professional with a solid foundation in audio, video, and computer engineering. Skilled in troubleshooting and resolving technical issues, including hardware, software, and network problems. Proven ability to manage equipment inventory and maintenance. Currently leveraging my technical expertise and strong problem-solving skills in IT Support.

Professional Experience

IT Support Technician

July 2024-Present

Dataiku

New York, NY

IT, Audio, and Video Service Engineer / Recordist

November 2022-June 2024

Soundtrack New York

New York, NY

- Provided comprehensive technical support for IT, audio, and video systems in recording studios and mixing stages, ensuring seamless operations for clients.
- Developed and designed comprehensive tech support guides for clients and engineers' reference.
- Formulated strategic plans and executed installations of new equipment, optimizing functionality and minimizing downtime.
- Managed inventory systems and coordinated repair activities, establishing efficient equipment maintenance protocols.
- Acted as primary liaison for inter-company gear sales, fostering strong sales relationships.

Live Audio Technician and FOH Engineer

October 2022-December 2022

The Riverside Theater, 59E59 Theater, Signature Theater

New York, NY

- Collaborated with technical teams to support theater productions, demonstrating adaptability and proficiency with audio technology.
- Excelled as A1, A2, and Audio Technician, providing on-the-spot technical support and troubleshooting.

Skills and Systems

- Proficient in Apple, Adobe, Google, Windows, & Linux OS, applications, hardware, software.
- Extensive experience with Avid, Yamaha, Audient, Behringer, Tascam, and Midas hardware and most audio and video softwares.
- Exceptional in most mainstream corporate softwares- Slack, Wordpress, Fresh Service, Workday.
- Advanced experience with hardware analog electronics- soldering, gear repair, and building.
- Intermediate professional knowledge of web development, automation with Python, networking and infrastructure, and digital security.
- Strong project and time management skills, consistently successfully meeting deadlines, budgets, and working on multiple large projects simultaneously.
- Proactive and patient problem solver with customer service experience and an analytical eye for process improvements and troubleshooting, signal flow, remarkably quick learner.
- Valid United States driver's license, passport, COVID vaccines, and CPR certified.

Education

Indiana University Jacobs School of Music

3.8 GPA | 2022

Bachelor of Science in Audio Engineering and Sound Production / Minor in Media Persuasion, Theater, and Analog Electronics

Google IT Support Certificate, Coursera

2025

Interests

Reading Running Learning Korean Movies Writing songs & essays Seinfeld Yoga