# Connor Aguilera, CAPM

## *IT/ AV System Admin & Project Manager*

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## About

**IT and AV systems administrator with over 7+ years of experience managing enterprise IT/ AV infrastructure, executive support, and video production environments across corporate offices and high-stakes live events.** Managed the full lifecycle of **IT and AV projects** from gathering requirements from executives to deployment using both **Agile and Waterfall methodologies**. Certified **CAPM** and actively pursuing **PMP**, with **hands-on project management experience integrating IT systems, designing AV solutions, and deploying AI tools**. Adept in all major video conferencing and collaboration tools, including Zoom, Teams, Webex, Google Meet, and Slack. Skilled at maintaining executive briefing centers and coordinating live hybrid meetings, ensuring high availability and user satisfaction. Experienced in both large, global environments—supporting **Uber's R&D operations and Alteryx's executive leadership**—and lean, high-impact teams at **Invoy**, where close collaboration was essential to delivering an exceptional customer experience.

## Work Experience

### *Alteryx*

***AI Business Systems Analyst & Associate Project Manager | August 2024 – Present | Irvine, CA***

- Lead the project management of Barista, Alteryx's custom, internal AI chatbot which resolved 70% of level one IT support tickets without human intervention, saving 200+ weekly hours of IT support.
- Contribute the key initiatives in IT's enterprise AI program, driving the rollout of ChatGPT and AI enablement across Legal, HR, Finance, Marketing, and Product teams—resulting in a 20% efficiency improvement organization-wide.
- Support the Project Management Office by tracking strategic initiatives in Asana and ensuring cross-functional alignment with Information Security teams, applying both Waterfall and Agile methodologies to manage timelines, dependencies, and delivery milestones.
- Facilitated regular project status meetings, sprint planning, and stakeholder updates to ensure transparency, risk mitigation, and delivery confidence.
- Built internal documentation and produced training videos to support end-user adoption of new tools, ensuring business continuity during transitions.
- Translated business objectives into technical requirements and implementation steps, applying both Agile and Waterfall methodologies based on project complexity and stakeholder readiness.
- Manage software integration projects, integrating AI tools into ServiceNow, Workday ERP, Salesforce CRM, LMS platforms, Atlassian, SharePoint, and ServiceNow.
- Led cross-functional project teams to integrate AI and automation tools with core enterprise platforms including ServiceNow, Workday, Salesforce, and SharePoint—managing scope, schedules, and stakeholder communications across departments.

**For additional details on my career and skills, visit: connoraguilera.tech**

- Regularly coordinate with platform vendors to administer, optimize, and scale our chatbot's (Barista) capabilities by leveraging user feedback and data to guide continuous improvement efforts.

## Alteryx

### Executive IT/ AV Support Technician | May 2022 – August 2024 | Irvine, CA

- Founded and led the Executive Support function, streamlining AV and IT support operations and workflows for global C-Suite executives, SVPs, VPs, administrative assistants, and legal teams.
- Delivered AV and technical support for high-impact live events and meetings—including Global All Hands, earnings calls, investor briefings, and board meetings—ensuring seamless execution through pre-event testing, live monitoring, and rapid issue resolution.
- Partnered with AV Engineering teams to document known issues and test implementations to ensure fixes deployed address the needs of our Executives.
- Supported AV operations in the Alteryx Experience Center (AEC), a client-facing environment showcasing advanced Alteryx use cases, featuring 3 executive boardrooms and 3 articulating interactive touch displays.
- Provided tier-3 AV escalation support within IT, resolving complex technical issues and ensuring high availability of AV services for executive and customer-facing meetings.
- Maintained and configured conference room AV technologies (Crestron, Logitech, Zoom Rooms, Teams, WebEx), testing new room builds and maintaining existing systems to ensure seamless meeting experiences.
- Troubleshot POTS and Polycom line integrations, microphone arrays, and meeting coordination to ensure reliable audio and video for executive earnings calls; conducted routine checks of custom AV systems to maintain readiness for board meetings, executive briefings, and quarterly business reviews.
- Coordinated with IT and AV vendors to support and maintain installed systems across 20+ conference rooms at Irvine HQ, including all-hands spaces equipped with AVer PTZ cameras, beamforming microphones, and interactive touch displays.
- Administered MS Exchange, Active Directory, and MDM platforms while also providing technical support for both Mac and Windows hardware and software.
- Managed executive onboarding by developing SOPs for offsite meeting technology, streamlining provisioning and reducing access issues during transitions.

## Invoy

### Head of Customer Support and Onboarding | Sep 2020 – May 2022 | Irvine, CA

- Led technical support and onboarding for new customers, producing comprehensive onboarding videos to streamline user ramp-up on the platform and medical device. While also ensuring all application and device issues were documented, investigated, and resolved within SLA deadlines.
- Led AV and video production for Invoy's onboarding producing, filming, and editing customer-facing tutorials on device usage, troubleshooting, and the Invoy Health Plan—serving as the first point of contact for new users.
- Coordinated AV equipment procurement during office relocation, sourcing Logitech Tap systems for small meeting rooms and overseeing acquisition of displays, cameras, microphones, and integrated control systems for larger conference spaces.

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- Acted as the first point of contact for AV-related client escalations and internal room technology issues, directly resolving device connectivity, display, and conferencing issues.
- Worked with leaders across the organization's Hardware and Software development teams to ensure the feedback provided by our users were defined into actionable changes to the hardware and software of our device.
- Founded this role by defining job scope, SLA goals, and key metrics, while creating comprehensive documentation on user support workflows and meeting room management, enabling scalable support for over three times the number of clients.

## *Uber's Advanced Technology Group*

### *IT/ AV Support Technician | Sep 2019 – Sep 2020 | San Francisco, CA*

- Provided both onsite and remote IT and AV support for Uber ATG's custom-built Pier 70 R&D facility in San Francisco's Dogpatch.
- Led AV room refresh projects, developing scope of work documentation, bill of materials (BOM), and implementation plans in coordination with external vendors and internal stakeholders.
- Used Visio to update office maps for faster identification of conference room setups and set expectations of available hardware in all conference rooms.
- Created and maintained SOPs for AV support, troubleshooting, room readiness procedures, and live-event protocols to standardize processes and reduce escalations.
- Led the installation and support of CAT5 PoE cabling and Zoom Room systems across conference rooms, ensuring consistent AV performance for collaborative meetings and executive briefings.
- Configured and supported networking for AV systems including NDI, VLAN segmentation, PoE switches, and remote management interfaces.
- Installed BrightSign digital signage displays across the facility to showcase announcements and celebrations
- Leveraged Logitech Sync to monitor AV hardware health and performance across all conference rooms.
- Supported Executives utilizing our All Hands presentation space, ensuring reliability for product showcases and research demos viewed by global internal stakeholders and external partners.
- Owned daily AV readiness checks across all conference rooms, proactively identifying and resolving issues with PTZ cameras, lavalier microphones, touch panels, and speaker systems—without external AV vendor support.
- Supported and monitored all live All Hands events and internal streams from the Pier 70 office to Uber's global employee base, utilizing AV-over-IP technologies including NDI to maintain uninterrupted broadcasting and stream quality.
- Managed internal networks by configuring firewalls, DNS, DHCP, and NFS service.
- Managed and resolved IT and AV support requests through the Jira Help Desk, ensuring timely tracking, prioritization, and resolution of all tickets in the IT and AV queue.
- Tracked IT and AV assets through their entire lifecycle by tracking their location, owners, and retained sensitive information that they may contain.
- Troubleshoot hardware and software of MacOS, Windows, and Linux, and conference room computers.
- Built desktop towers requested by Engineers and Developers to process large amounts of LIDAR data

For additional details on my career and skills, visit: [connoraguilera.tech](connoraguilera.tech)

# Education

**San Francisco State University**

Bachelor of Science: *Computer Science*

# Certifications

- *Currently Pursuing:*
    - o   PMI Project Management Professional (PMP)
    - o   COMPTIA Security+
    - o   ISC2 Certified in Cybersecurity
    - o   OCEG: Governance, Risk, and Compliance Professional
- PMI Certified Associate in Project Management (CAPM)
- Apple Certified iOS Repair Technician
- Apple Device Support Certification
- Alteryx Designer Core Micro-Cert
- JAMF 200 Certified