

Ben Kerness



Media and IT Support

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Summary

Media and IT Support Specialist with 7+ years of experience, blending expertise in IT infrastructure management, network administration, and media production. Proficient in overseeing technical support operations and IT systems for educational institutions and media companies. Experienced in SaaS integration, IT automation, supporting digital workflows, and enhancing productivity.

Experience

IT Support Specialist, The Third Floor, Inc.

JUN 2021 - MAY 2024, LOS ANGELES, CA

- Delivered robust IT support for a global VFX studio with 200+ staff
- Streamlined operations through SaaS automation
- Administered Windows and Linux servers with precision
- Managed global asset and project coordination

Production Intern, Mythical Entertainment

JAN 2019 - MAY 2019, BURBANK, CA

- Supported production of daily episodes *Good Mythical Morning*
- Assisted with graphic design and video thumbnail creation
- Worked with art department to build sets and craft props
- Supported production team in budgeting and tracking

IT Help Desk Manager, Emerson College

JAN 2017 - JAN 2019, BOSTON, MA

- Directed a team providing technical support to staff and faculty
- Handled complex technical problems, supported others in resolution
- Administered user accounts and machines
- Oversaw computer labs and classrooms

Education

BA in Media Arts Production, Emerson College

AUG 2015 - MAY 2019, BOSTON, MA

Graduated with Honors with Presidential Scholarship and enrolled in the Honors Program. Focused on Broadcast Engineering/Production, Digital Media Production, and Computer Animation.

Skills

Systems Administration
IT Infrastructure Management
IT Automation
Help Desk Support
Network Administration
SaaS Integrations
Okta/AD Administration
Motion Graphics
Video Production
Broadcast Engineering

Languages

English (Native)



Spanish (Proficient)

