

JILSO GEORGE

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AUDIO VISUAL / VIDEO CONFERENCING OPERATIONS ENGINEER

Results-driven AV/VC Operations Specialist with 10+ years of experience supporting enterprise environments across corporate, education, and broadcast sectors. Proven expertise in Tier 2 AV/VC support, incident management, executive support, and large-scale meeting room operations. Strong background in remote site management, vendor coordination, and maintaining high-availability collaboration systems. Ready to join immediately.

CORE SKILLS

- AV System Design, Planning & Implementation
- Projectors, Sound Systems, Microphones, Smartboards, Lighting Systems
- Video Conferencing: Microsoft Teams, Zoom, Cisco VC Systems
- AV Control Systems: Crestron, Extron
- Break/Fix Support & Preventive Maintenance
- AV/VC Tier 2 Support & Incident Management
- Event AV Setup & Support
- Network Troubleshooting
- AV Asset Management & Documentation
- Vendor Coordination & RMA Handling
- Digital Signage & Interactive Displays
- Executive White Glove Support

PROFESSIONAL EXPERIENCE

AV/VC Tier 2 Technician — Meta, Dubai

Oct 2021 – Dec 2025

- Served as primary Tier 2 escalation point for enterprise video conferencing and collaboration systems.
- Delivered white-glove AV/VC support for C-suite executives and senior leadership.
- Managed break/fix incidents within SLA, maintaining ~99% room uptime.
- Supported high-profile internal events and executive meetings, including network-related call escalations.
- Proactively monitored local and global VC endpoints to ensure operational readiness.
- Opened Cisco TAC cases and coordinated vendor RMAs for faulty equipment.
- Partnered with project teams on new office builds to provision and deploy VC infrastructure.
- Maintained detailed operational documentation and asset records.

- Managed and supported multiple remote sites where no onsite technicians were available, providing virtual troubleshooting and coordination with local vendors.

AV Technician / IT Specialist — GEMS Education, Dubai *Nov 2014 – Apr 2020*

- Provided classroom AV and IT support including projectors, interactive boards, smart TVs, and digital displays.
- Managed AV asset inventory and recording studio operations.
- Supported events, audio/lighting consoles, and regular AV setups.
- Delivered end-user IT support for applications, hardware, CCTV, and access control systems.
- Coordinated technical requirements for school events and daily classroom operations.

EDUCATION & CERTIFICATIONS

Bachelor of Computer Science — Mahatma Gandhi University, India

AVIXA – AV Essentials | Extron AV Associate | Dante Certification

AVAILABILITY

- Ready to join immediately

REFERENCES

Dermot McKeever

AV/VC Operations Regional Lead EMEA
Phone: +353 86 417 8476

Tariq Rashid

Technical Principal — Meta, Dubai
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