

**ASHLEY D. HALLETT**

San Francisco  
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**OBJECTIVE:** My objective is to apply the knowledge that I have accumulated from the vast knowledge and training offered through my education and work experience to achieve advanced skills regarding new technologies applied in our industry.

**EXPERIENCE:** Sony PlayStation Vue. Operations Specialist. June 2019-Present.

- Troubleshoot and escalate any client/application/streaming issues to partners, engineering and operations teams
- Validate build releases, pre-production/launch day channels, subscription SKUs, vouchers
- Schedule and plan for monitoring sessions of DAI ads
- Manage and point-of-contact to investigate tickets opened by customer support team
- Liaise with providers regarding the timely delivery of key airings to ensure it is made available as-needed
- Internal point-of-contact for current production/operation information with the ability to quickly source, reference, and disseminate information across all internal systems
- Daily ticketing inquiry process with ServiceNow

Disney Streaming Services. Media Operations Assistant, October 2017-June 2019.

- Maintain quality control over every step of the streaming process while employing my interpersonal communication skills and dedication to detail to ensure quality management
- Constant troubleshooting on application and good judgment in a fast-paced, high-pressure environment
- Adapting to learn new validation processes on the fly
- Solving client and customer based issues on the variety of streaming services that we managed, namely PlayStation Vue, Hulu, Fox Sports Go, and ESPN+

San Francisco State University. Lecturer. August 2014-June 2019.

- Focused on audio production courses, both beginner and advanced in the Broadcast and Electronic Communication Arts department
- Instructing students on production procedures and projects that utilize control consoles, microphones, live recording, sound design, mixing, and mastering

- Included use of Pro Tools, Nuendo, and Neve recording consoles
- Also instructed major's core English course, which satisfies the University Graduation Writing Assessment Requirement

City College of San Francisco. Lecturer. January 2017-May 2017.

- Instructed audio production labs
- Provided students with assignments that built on lecture material
- Included use of Pro Tools and various microphones

KFOG FM. Programming Intern. August 2013 - December 2013.

- Assisted in creating the stations' sound and image
- Accountable for adding, editing, and logging new music for the station by specific deadlines

CBS 99.7 Now. Assistant Producer with DJ live. January 2013 - May 2013.

- High paced role, that focused on helping the On-Air DJ with creating that day's show,
- Worked closely with the Audio Production Department and Promotions team

UPS Store. Packer and Shipper. March 2010 -January 2011.

- Trustworthy, responsible for closing and depositing cash receipts

Stockdale Country Club. Tennis Instructor. May 2008 - August 2009.

- Tennis instructor, occasionally provided child care

Generations Model & Talent Agency. Fit Model.

- Worked with Levi Strauss & Co., Old Navy, Gap Inc., Espirit and Rainbeau.

#### EDUCATION:

San Francisco State University. 1600 Holloway Avenue  
San Francisco, CA 94132. (415) 338-7159. M.A. in Broadcast and Electronic Communications with an emphasis in audio production/sound design. August 2014 - May 2016. GPA 3.85

San Francisco State University. 1600 Holloway Avenue  
San Francisco, CA 94132. (415) 338-7159. B.A. in Broadcast and Electronic Communications with an emphasis in audio production/sound design. January 2012 – May 2014. GPA 3.75

**SPECIAL SKILLS:** I have advanced knowledge of signal flow, in regards to both audio and other pipelines. Proficient in Pro Tools, Microsoft Office, WordPress, ServiceNow and a variety of recording consoles and other audio equipment. I am a self-motivated, team player with strong communication skills, both social and written.

**HOBBIES:** Snowboarding, video games, music festivals, baking, reading, computers, tennis, guitar, music, meeting new people, films, photography, hiking and traveling.

**REFERENCES:** Available upon request.