

# Tony Smith

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## Work Experience

### *Digital Services Specialist II - Bell Bank (June '16 - Current)*

- Provide customer training and education on Bell products via scheduled phone, WebEx, and Bomgar sessions
- Act as technical resource to sales teams and customers wishing to implement Treasury Management products defining what is possible and helping end users get the most out of Bell's products
- Maintain customer relationships beyond initial sales by providing support via phone, email, and web based channels
- Manage cases with Bell's various system vendors, including on call rotation

### *Broadcast Director – WDAY TV (June '15 – January '16)*

- Direct and work with a crew of production assistants and journalists to broadcast daily news programs on tight deadlines
- Enter media data and convert formats to ensure compatibility with station computers

### *Freelance Media Professional – Various Companies*

#### FASTHockey.com

- Set up audio and video equipment for web broadcasts
- Coordinate with FASTHockey staff via the phone to ensure all systems are functioning
- Troubleshoot equipment problems when they occur

#### Scheels Arena

- Operate camera for various venue events
- Prepare arena's network and video infrastructure for NCAA tournament

#### Fargo Moorhead RedHawks

- Camera operation for in-house video feed, jumbo-tron, and web stream

#### Wildlife Pursuit TV (2015 Season)

- Edit video content for nationally aired hunting show
- Traveled to Canada to shoot video of bear hunt on rough and hazardous terrain

## Education

Graduated from NDSU in May 2015 with a Bachelor of Science

- A Major in *Public Relations and Advertising*
- A Major in *New Media/Web Design*
- A Minor in *Computer Science*

- Graduated with honors (3.5 GPA)
- Awarded Outstanding Undergraduate of 2015 by the Department of Communication
- 6 Semesters on the Dean's List
- Active leader at student television station

## Technical Skills

- C#
- Java
- PHP
- HTML
- CSS
- SQL
- Visual Basic
- BASH
- Accredited ACH Professional