

FRED CUNHA

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TECHNICAL QUALIFICATIONS

Britannia

- Comptia A+

EXPERIENCE

Starting with the most recent:

April/2009 – now – QVC Shopping Channel Multimedia Helpdesk Support

Ensure continuous output for QVC Active on Sky, Digital Cable, DTT, Mobile and QVCUK.com; through support, co-ordination, playout and operation of multiple live and real time data and video feeds. Breaking down the job position accountabilities: 50% working with the operations team, 20% on the service desk and 30% providing support to customers and internal.

Job Roles:

- Prepare and operate both IT and broadcast based systems diagnosing current/major issues with hardware
- Support transmission operations to ensure all content is distributed across all mediums including the management of VOD content, digital encoding, play out and asset storage.
- Assessment and operation of digital transport streams to media connectivity and delivery partners.
- Perform initial critical assessment of incidents, make initial fault diagnosis and provide viable solutions to technical and operational problems for both technical and non-technical customers.
- Experience in FTP, HTTP, XML.
- Understanding of SNMP and its uses.
- Knowledge and understanding of internet protocols (TCP/IP)
- Excellent knowledge of website technologies.
- DTV (Digital TV)
- Adobe Photoshop, Adobe Auditions.

**January/2008 – April/2009 – QVC Shopping Channel
Interactive Technical Operator**

Ensure continuous output for QVC Active on Sky, Digital Cable, DTT, Mobile and QVCUK.com; through support, co-ordination, playout and operation of multiple live and real time data and video feeds

Job Roles:

- Prepare and operate both IT and broadcast based systems diagnosing current/ major issues with hardware
- Support transmission operations to ensure all content is distributed across all mediums including the management of VOD content, digital encoding, play out and asset storage.
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- Perform initial critical assessment of incidents, make initial fault diagnosis and provide viable solutions to technical and operational problems for both technical and non-technical customers

**July/2006 – December/2007 – BBC/Red Bee Media
Subtitling Production Assistant**

More information on <http://fredcunha.selfip.net>

**May/2005 – July/2006 - BTS - Body Tissue Services
Bookings Administrator and Graphic Designer**

More information on <http://fredcunha.selfip.net>

**01/01/2004 – 15/05/2005 - Mezzo Restaurant
Front of the house - RECEPTIONIST**

More information on <http://fredcunha.selfip.net>

**01/03/1998 - 01/08/2000 ClassiON ISP – Brazil
Helpdesk, 1st/2nd line support.**

More information on <http://fredcunha.selfip.net>

ACADEMIC QUALIFICATIONS

**01/02/1997 - 01/10/2000 FAFIRE - Psychology College - Brazil
BA in Psychology**

Keywords: VIZRT (processes support), VR300, BMAN, Dubbing Bay (Digi Beta), Quantel SQ Edit/Play, TCP/IP, LAN, WAN, Wi-Fi, Printers, 1st line support, 2nd line support, Active Directory, Linux, OSX, UNIX, User support, Portuguese, Spanish.