

HIMANSHU SHARMA

Avid Technical Support Engineer | Broadcast & Cloud Operations Specialist | AWS Media Services

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thekpithub.com | hsharmagxi-debug.github.io | Open to Relocation | Available Immediately

PROFESSIONAL SUMMARY

Broadcast and cloud operations engineer with **11+ years** of hands-on experience in live streaming operations, IP video workflows, post-production pipeline support, and Tier 3/4 technical troubleshooting across globally distributed 24x7x365 teams. Delivered **99.9% uptime across 1,500+ live NHL broadcast events** — exceeding contracted 99.5% SLA with **zero escalations across three consecutive review cycles**. Deep expertise in Avid-compatible workflows: IP video ingest/payout, shared storage networking (analogous to Avid NEXIS/ISIS fabric), codec troubleshooting (DNxHD, DNxHR, H.264, H.265, AVC-Intra, MXF/MOV), media asset management (MAM), and non-linear editing (NLE) workflow support. Proficient in Linux OS administration, network architecture, cloud media infrastructure (AWS MediaLive, MediaConnect, MediaPackage), ServiceNow case management, bug tracking and reproduction, shift handoff documentation, and version compatibility planning. Committed to **owning customer issues end-to-end** — from first contact through root cause closure.

CORE TECHNICAL SKILLS

Avid-Relevant & Post-Production

Avid Media Composer (NLE workflow support), Avid NEXIS/ISIS shared storage networking, Avid MediaCentral (ingest/payout/production management), Pro Tools (audio signal chain), Avid Interplay / MAM, Avid iNEWS / Airspeed, post-production pipeline support, non-linear editing (NLE) workflows, DNxHD, DNxHR, H.264, H.265, AVC-Intra, MXF, MOV, MP4, MPEG-TS

Broadcast & IP Video

AWS MediaLive, MediaConnect, MediaPackage, MediaStore; Zixi, SRT, RTMP, HLS, MPEG-TS; Sencore / Telstra / Adtec encoder-decoder configuration; Elemental Link/Live, Harmonic, Ateame, Ericsson, Kilo-view; VTOC, Clubstream; frame-accurate stream monitoring; VSAT, satellite uplink/downlink, RF link budget, EIRP

Networking & Storage

VLAN, QoS, IGMP Snooping (shared-storage fabric); Layer 2/3 topology design; Cisco IOS/IOS-XE, HPE/Aruba, Juniper; multicast, unicast, fiber, OTDR; bandwidth & redundancy planning; storage architecture (SAN/NAS); virtualization architecture

Case Management, Monitoring & Incident Response

ServiceNow (Incident/Change/SLA/case management/reporting); Datadog, Grafana, AWS CloudWatch, Zixi Zen Master, VLC, LogicMonitor, JIRA; Tier 3/4 incident response; RCA; bug tracking and reproduction; shift handoff documentation; version compatibility planning; SLA adherence; 35% incident response time reduction; zero SLA escalations — 3 review cycles

AV Systems & Audio

AV-over-IP (AoIP), Dante audio networking; Biamp Tesira, QSC Q-SYS, Shure IntelliMix, BSS Audio, ClearOne DSP; Crestron NVX, Extron, AMX; MTR-Pro, Cisco Webex, Zoom Rooms; AudioCodes, CUCM, Teams Voice, Zoom Phone; SIP, H.323, RTP; AV commissioning

Cloud, Linux & Scripting

Linux (CentOS/RHEL) — admin, automation, tuning, optimization; Windows Server, macOS; AWS VPC, EC2, CVM deployment; virtualization, Docker, containers, REST API, CI/CD; Bash, Python, PowerShell; UEM/remote device enrolment; LangChain, React, TypeScript, GitHub, SQL

PROFESSIONAL EXPERIENCE

Lead Technical Specialist — Promoted

GlobalXperts Networks Pvt. Ltd. (GXN Networks), Noida | Apr 2025 – May 2026 (Present) | Client: NHL / Presidio

- Promoted to Lead Technical Specialist following sustained 99.9% SLA performance; led technical escalation handling, junior engineer mentoring, and shift handoff documentation standardisation across the global NHL broadcast support team.
- Assumed end-to-end case ownership for all Tier 3/4 incidents — from initial triage through bug reproduction, RCA documentation, and corrective action closure — aligning with Avid's 'own it start to finish' support philosophy.
- Designed and presented AetherAI (on-premise enterprise AI automation suite) to GlobalXperts C-suite — 11-slide deck, 9 departments, 90-day roadmap. **C-suite approved.**

AWS Streaming Technician – Broadcast & Cloud Operations

GlobalXperts Networks Pvt. Ltd. (GXN Networks), Noida | Jun 2023 – Mar 2025 | Client: NHL / Presidio

- Served as Tier 3/4 technical support engineer for global live streaming operations across AWS MediaLive and MediaConnect — managing end-to-end IP video ingest, transcode, and payout pipelines for **1,500+ live NHL broadcast events**; directly analogous to Avid MediaCentral Ingest, Capture, and Payout workflow support.
- Maintained **99.9% uptime** against contracted 99.5% SLA across all monitoring cycles — **zero Presidio SLA escalations**, 100% ServiceNow case management compliance (zero tickets beyond SLA threshold), and 100% shift handoff documentation compliance.
- Configured, troubleshooted, and validated encoder/decoder parameters (Sencore, Telstra, Adtec) for frame-accurate signal delivery — experience directly transferable to Avid codec pipeline troubleshooting: DNxHD, DNxHR, H.264/H.265, AVC-Intra, MXF/MOV container issues.
- Designed VLAN-segmented, IGMP Snooping, QoS-enforced Layer 2/3 network topologies for multi-tenant broadcast delivery — applicable to Avid NEXIS fabric networking, engine zone bandwidth configuration, and Ethernet-based shared storage troubleshooting.
- Reduced incident response time by **35%** through predictive alerting frameworks and structured escalation workflows; performed RCA and bug tracking for all Tier 3/4 incidents with structured evidence documentation — validated by US client ops team.
- Monitored A/V stream health via Datadog, CloudWatch, Zixi Zen Master, VLC, and Grafana; managed VTOC for post-event archiving (analogous to Avid MAM / Interplay archiving); administered CVM setup on AWS and remote enrolment of Linux/Windows/macOS devices.
- Commissioned DSP audio systems (Biamp Tesira, QSC Q-SYS, Shure IntelliMix, BSS Audio, ClearOne) with Dante AoIP distribution — audio signal-chain expertise applicable to Pro Tools HDX/Native I/O and HDX hardware troubleshooting.

- Provided proactive patch/upgrade and version compatibility planning for streaming infrastructure; authored SOPs, troubleshooting runbooks, and shift handoff templates adopted team-wide; standardised Dual-Monitor Grid View Protocol — 100% documentation compliance.

Lead Technical Specialist – Broadcast, Cloud & VSAT Engineering

KMG Tech Solutions Pvt. Ltd., Sonipat, Haryana | Apr 2021 – May 2023 | Client: Hughes Communications India Ltd. (HCIL)

- Managed broadcast streaming infrastructure for a nationwide government e-learning project over VSAT — designed link budgets, EIRP calculations, bandwidth allocation, and RF parameters for satellite video delivery across hundreds of remote classrooms.
- Led technical team delivery for HCIL: field operations oversight, SLA governance, client escalation management, and corrective action implementation for critical broadcast incidents.
- Coordinated multi-site VSAT installations, remote migrations, satellite upgrades; supported NOC teams during incidents and change windows — SLA-driven cadence directly relevant to Avid's 24x7 global support structure.
- Authored SOPs, configuration procedures, and operational workflow documentation; drove process improvements that enhanced incident resolution speed and SLA adherence.

Sr. Network Engineer – Network & Satellite Projects

Hughes Communications India Ltd. | Sep 2018 – Mar 2021

- Executed high-throughput satellite (HTS) migration for enterprise and government VSAT fleets: RF configuration, remote site validation, post-migration quality testing; designed link budgets, EIRP calculations, and satellite delivery architecture.
- Conducted fiber route planning, OTDR testing, and splicing for broadcast connectivity; provided escalation support for hub upgrades and broadcast workflow migrations.
- Validated network and media performance post major infrastructure changes; coordinated multi-team RF validation and post-migration quality verification.

Senior Testing Engineer

Krishna Associates, India | Jun 2016 – Aug 2018 | Part-time

- Spearheaded route planning, field assessment, and quality validation ensuring all deliverables met technical specifications and client acceptance criteria.
- Performed Root Cause Analysis (RCA) for testing failures; documented findings with structured evidence and implemented corrective action plans.

Technical Support & IT Operations | Process Developer

Genpact India Pvt. Ltd. / System Networks, Delhi | Jan 2013 – May 2016 | Account: Samsung — Audio, Video (AV) & IT Operations

- Delivered IT and AV device technical support for Samsung consumer electronics and enterprise AV product lines; handled end-to-end incident resolution, user training, and process documentation to reduce Mean Time to Resolution (MTTR).
- Coordinated with internal ops and client stakeholders to maintain quality control and customer satisfaction metrics.

KEY ACHIEVEMENTS

- **1,500+ live NHL events** supported with zero SLA escalations — GlobalXperts (2023–26)
- **99.9% uptime** delivered vs contracted 99.5% SLA target across three review cycles
- **35% reduction** in incident response time via predictive alerting framework (validated by US client)
- **100% ServiceNow case compliance** — zero tickets breached SLA threshold across all events
- **100% shift handoff documentation compliance** — all 1,500+ event windows, timestamped logs
- **Promotion: AWS Streaming Technician → Lead Technical Specialist** at GlobalXperts (Apr 2025)
- **AetherAI boardroom presentation approved** by GlobalXperts C-suite (2025)
- **NASSCOM Agentic AI Hackathon** — Team Lumina; built full RAG pipeline (Llama 3.3 70B + LangGraph)

SELECTED PROJECTS

Global Live Streaming Operations – NHL

Lead Technical Specialist | GlobalXperts | Jun 2023 – Present

- 1,500+ live NHL events — AWS MediaLive, MediaConnect, Zixi, Sencore/Telstra/Adtec encoders; 99.9% uptime, zero SLA escalations, ServiceNow case management, VTOC archiving.
- RCA, bug tracking, shift handoff documentation, version compatibility planning for all Tier 3/4 incidents across global 24x7x365 broadcast support operations.

AetherAI – Enterprise AI Automation Suite

Sole Designer | GlobalXperts | 2025

- On-premise enterprise AI suite covering 9 departments; 11-slide deck with 90-day roadmap. C-suite approved.

NASSCOM Agentic AI Hackathon – Team Lumina

Solo Participant | Bengaluru | Apr 2026

- Built full RAG + Agentic pipeline: Llama 3.3 70B (Groq) + ChromaDB + LangChain LCEL + LangGraph ReAct Agent + Gradio UI on Google Colab. 5-star Buddy Review.

The KPI Hub – thekpihub.com

Sole Developer | Ongoing

- Self-funded SaaS intelligence platform; 95%-automated 5-engine AI content pipeline (Python, LLM APIs, WordPress REST, SerpAPI); built PolyMind multi-LLM interface.

EDUCATION

Bachelor of Computer Applications (BCA)

Shobhit University | Apr 2014 – May 2016

Diploma – Information Technology Enabled Services & Management (ITSM Branch)

Integrated Institute of Technology, Dwarka, New Delhi (BTE Delhi / Delhi Skill & Entrepreneurship University) | 2011 – 2014 | 3-Year Programme

Senior Secondary (CBSE)

2008

CERTIFICATIONS

- ServiceNow IT Leadership Professional Certificate — ServiceNow (2025)
- AWS Elemental Media Services (MediaLive, MediaPackage, MediaStore) — AWS (2023-24)
- AWS Elemental Link — AWS (2024-25) | AWS MediaLive Captions — AWS (2024-25)
- AWS Storage Services Deep Dive — AWS (2023-24)
- AI-Driven Professional — AI Career Accelerator Inner Circle (2025)
- Creating Your IT Strategy | Program Management for IT Professionals | IT Service Management Foundations: Tools — LinkedIn Learning (Apr 2025)
- Succeeding as a First-Time Tech Manager | Learning ServiceNow — LinkedIn Learning (2024-25)
- SQL | Python Workshop — Be10x (Jun 2025)
- Currently Pursuing: Avid Certified User | Crestron Certified | Biamp Tesira Certified | QSC Q-SYS Level 1 | AVIXA CTS

LANGUAGES

English — Professional Working Proficiency | Hindi — Full Professional Proficiency

I hereby declare that all information provided above is accurate and correct to the best of my knowledge.

Himanshu Sharma