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Top Skills

IT Service Management
Management
IT Management

Certifications

HootSuite Professional Certification

Darcy Weir

Film Producer

Vancouver, British Columbia, Canada

Summary

IT Professional:

Having worked across many different roles over the years for companies (from Microsoft-Flight Center) I offer creative solutions to IT Problems. I have a proven track record serving companies in the shoes of an IT Systems Analyst, IT Team Lead and IT Operations Specialist.

Specialties: IT Technician, IT Audio Visual Events Coordination, Online Communications Analyst, Windows Computer Certified, Apple Technician Certified (JAMF), Scrum Master Certified for Agile method, Trained on many Operating Systems and Platforms. JIRA, Confluence, O365, Google Suite Admin, MS Server, Linux, Powershell, Windows 7-11, Streamyard, Wirecast, OBS, Zoom, and more.

Film Producer:

I have produced multiple documentary films and worked with, QC, film finishing studios, audio finishing studios, video editors, animators, voice actors, writers, graphic artists, posters designers, caption/subtitling companies, film distributors, pitch deck producers and more in order to have my films completed and accepted by industry leading streaming platforms. In order to achieve this outcome, I've had to be a great communicator and very well organized.

My feature length documentaries are available through AVOD/SVOD on Amazon Prime, iTunes, TubiTv, Google Play, Youtube Red and more. Many films can be found on cable/satellite as well.

Specialties: Writer, Producer, Director, Video Editor, Music Scoring, Film reviewer, Film Marketing/Consulting, Film Distribution and PR consulting.

Experience

1091 Pictures

Film Producer

October 2021 - Present (1 year 3 months)

Vancouver, British Columbia, Canada

Working with a remote team of creatives to build a compelling feature length documentary film.

*Creation of pitch decks and one pager film treatments for review by potential investors, distributors and sales agents.

*Booking travel, accommodation, transportation and organizing logistics surrounding interviews or production meetings.

*Organizing, pitching and completing high quality interviews with witnesses/ thought leaders regarding the subject matter being produced in a Documentary film format.

*Uploading/delivery of high quality worldwide industry standard specifications for television, cinema and streaming platforms in formats such as: ProRes, DCP, H.264, and IMF.

*Continuous communication via Slack with animators, assistant editors, motion graphics creators, colorists.

*Email updates about film project status, timecode based edits and feedback.

*Web Conference and phone calls with stakeholders, investors and distribution partner regarding film project updates.

*Rendered video samples, uploaded to Pix, Wetransfer Portals, Shotgun and private video streaming channels to demonstrate progress made with stakeholders, investors and distribution partner.

*Use of JIRA, Confluence, Microsoft Teams, Zoom, Slack and MS Office Suite applications to provide remote matrix team Stand-up meeting updates with Agile method sprint tracking.

*Coordination and Management of promotional campaigns post release of Feature films with marketing agencies, PR agencies, radio/podcast and news outlets.

Films released with 1091 to date:

Secret Space UFOs: Rise of The TR3B

Who Saw The Men in Black

Uncork'd Entertainment

Film Producer

November 2020 - Present (2 years 2 months)

Vancouver, British Columbia, Canada

Darcy Weir successfully positioned his films in the market, finding the audience they deserve and landing an excellent distribution opportunity with Uncorked Entertainment.

Our films have launched on iTunes, Amazon, Google Play, YouTube, Xbox, Vudu, Fandango Now, Direct TV, Dish Network, Comcast/Xfinity, Spectrum, Cox and Verizon Fios, as well as through local cable providers and more internationally.

*Creation of pitch decks and one pager film treatments

*Booking travel, accommodation, transportation and organizing logistics surrounding shoots.

*Organizing, pitching and completing high quality interviews with witnesses/ thought leaders.

*Uploading/delivery of industry standard specifications for television, cinema and streaming platforms in formats such as: ProRes, DCP, H.264, and IMF.

*Web Conference and phone calls with stakeholders, investors and distribution partner regarding film project updates.

*Rendered video samples, uploaded to Pix, Wetransfer Portals, Shotgun and private video streaming channels to demonstrate progress made with stakeholders, investors and distribution partner.

*Use of JIRA, Confluence, Microsoft Teams, Zoom, Slack and MS Office Suite applications to provide remote matrix team Stand-up meeting updates with Agile method sprint tracking.

*Coordination and Management of promotional campaigns post release of Feature films with marketing agencies, PR agencies, radio/podcast and news outlets.

Films released with Uncorked to date:

TubiTV: <https://bit.ly/3DIDqdu>

Amazon: <https://amzn.to/3tNic50>

Films currently available through successful partnerships:

Secret Space UFOs: NASA's First Missions (2022)

Secret Space UFOs: In The Beginning (2021)

The Bitcoin Field Guide (2022)

Being Taken - Director's Cut (2021)

The Underground: Director's Cut (2020)

Volcanic UFO Mysteries (2021)

Sasquatch Among Wildmen (2020)

The Unwonted Sasquatch (2020)

Maussan's UFO Files

Volcanic UFO Mysteries (2021)

Crop Circle Realities (2021)

Babylon Health

IT Lead End User Support (Canada)

July 2019 - January 2020 (7 months)

Vancouver, Canada Area

Babylon is a startup Healthcare company with it's HQ in the UK that has partnered with Telus Health to do their marketing expansion across Canada with B2C and B2B clients including Government. I was the first I.T person they hired and was very vocal about software security, best practices and new hardware acquisition for Babylon and Telus Leadership.

I worked for them from last summer until January when my projects were complete. I also managed new hardware purchases, new user setup and access for our cloud based SaaS systems.

IT Projects Completed:

- First Physical Clinic in Canada Wifi Network
- Zoom Room Video Conferencing installations
- Onboarding Documentation and Process
- Coordination of Tableau Reports for our Telus and Babylon Leadership

- Budgeted Projected costs for our Doctor's IT Devices across Canada
- Budgeted Projected IT costs for New Clinics and Office Expansion across Canada

Microsoft

IT Helpdesk Support Lead

September 2018 - July 2019 (11 months)

Vancouver, Canada Area

The Coalition is a team of talented, creative, fun-loving professionals from around the world who are united in their passion for Gears of War. Located in Vancouver, Canada, the studio is dedicated to pushing the Gears franchise to new heights with its belief that if you want to go far, go together. As a key member of the Studio IT Team, I am responsible for supporting hundreds of PC workstations, laptops, Xbox consoles and other various production presentation devices. Game studio production IT is fast paced, dynamic and I must be able to demonstrate expert ability to quickly troubleshoot performance and stability issues in Windows 10. I work with the IT Manager and key SME IT members to identify problems, find solutions, and optimize our service solutions for The Coalition.

Job Responsibilities

- Lead IT Helpdesk support to all studio staff
- Lead the day to day helpdesk operations
- Purchasing of IT Hardware
- Manage work with tickets in a Jira queue including triage and delegation
- Assisting with direction of employee onboarding process and new employee setup
- Image PCs and laptops, create and manage images
- Deep hardware and software troubleshooting – blue screens, application errors, overheating issues, windows problems
- Install drivers and configure Windows settings as needed
- Migrate user data and settings between PCs
- Supporting Office including O365 / Outlook / OneNote / Skype / Teams / Sharepoint
- Component installation and troubleshooting - GPU, memory, storage
- Work on multiple PCs at a workbench at the same time
- Provide pleasant, patient and attentive Helpdesk support directly to users, sometimes remotely
- Deep hardware and software troubleshooting – blue screens, application errors, overheating issues, windows problems

- Researching and assisting in coordination of projects with IT Manager and other department leads.

Best Buy

Level 2 End User Support IT Analyst

August 2017 - September 2018 (1 year 2 months)

Vancouver, British Columbia, Canada

Working with an team of IT experts planning, managing and fixing Windows, Mac or anything IT related!

- *Apple Computer Management through Casper Suite of apps (150 Machines)
- *Remote Support via Logmein, VNC and Xendirector (Supporting Desktop and Stores Nationally)
- *Admin on Office 365 suite of applications
- *Managing IT Procurement of Telus Mobile Phones for new and leaving employees
- *Managing National IT Projects for Vancouver Office (Mac Sierra Upgrades, Hardware Upgrades)
- *L2 IT Helpdesk Issues for Vancouver Office Personnel (Anything Escalated from L1)
- *Deploying Apple Products to Personnel (Macbook, iMac, iPhone)
- *Deploying Multiple PC Hardware (Windows 10 - Window 7)
- *OSX gold image building and testing
- *Bit9 management of application installation/approval on OSX and Windows machines
- *Troubleshooting and deploying VPN technology for End User's (RSA SecurID/ Global Protect)
- *New Application Testing and Approval through research of CVE, standard processes
- *Auditing Software for PC and Apple ecosystems for more efficient office use
- *Audio Visual Management (Meeting Rooms, Cisco Video Conferencing)
- *Training L1 and L2 staff on software and hardware use for building images for Mac and new Mac roll outs

Vision7 Communications Inc.

Senior System Technician

April 2016 - August 2017 (1 year 5 months)

Vancouver, Canada Area

Reporting to the Director of IT and national leadership regarding Vancouver IT support for popular Canadian advertising and PR agencies: Cossette, Camp

Pacific, Citizen PR, Level Eleven Communications and Jungle Media. In my current role I demonstrate clever problem solving, strong communication and dynamic IT management. I strive to offer IT solutions across many different departments with many personnel whom have unique needs or requirements.

- *Managing new Technology needs of SVPs and Business Leaders in Vancouver

- *Supporting High Level Client Pitches and Conferencing

- *Managing IT Procurement for Vancouver Offices

- *Managing National IT Projects for Vancouver Offices

- *Managing IT Helpdesk Issues for Vancouver Office Personnel

- *Deploying Apple Products to Personnel (Macbook, iMac, iPhone)

- *Deploying Multiple PC Hardware (Windows 10 - Window 7)

- *Coordinating Security Upgrades for all Software and Hardware

- *Auditing Software for PC and Apple ecosystems for more efficient office use

- *Audio Visual Management (Meeting Rooms, VR Experience Demos, Corporate Videos, Video Conferencing)

- *Training Agency staff on software and hardware use. Assisting Level 1 IT Support Staff

Hootsuite Media Inc.

IT Helpdesk AV Specialist

December 2014 - March 2016 (1 year 4 months)

Vancouver, Canada Area

At Hootsuite I would Work through audio visual technical issues to keep business events and meeting rooms working efficiently. I would report to and work with the CEO Ryan Holmes Directly for Townhalls and other high level client pitch meetings. Ensuring all technology was setup efficiently and conferencing was executed with no major hitches.

- *Trained in Jamf JSS Casper Suite, packaging, managing osx machines. Windows 10 rollout from Windows 7 on all finance machines. Troubleshooting OSX and Windows software errors with users.

- *Assisting in creation of video web series Lightning Talks, Product Demos, Sales/Marketing All Hands

- *Film, edit and share Hootsuite corporate event videos to support multiple departmental teams.

*Trained in multiple software including Adobe Creative Cloud apps, Final Cut, imovie, Google admin, Google apps, Zendesk, Lastpass, Okta, Microsoft Office, Remote Desktop, Logmein, VMware.

*Managed Web Conferencing Software Review, in depth knowledge of Blue Jeans, Webex, Ready Talk, Gotomeeting/webinar/training, Zoom. Managing user setup and software training.

*Managing TV displays broadcasting company information and different department's Graph's through Raspberry Pi. Screenly and Linux OS

*Overseeing, assisting and training staff on new audio/visual equipment installs throughout HQ1, HQ2 and new offices.

*Setting up High Level Executive meetings in meeting rooms and linking remote attendees using web conferencing software.

*Fixing apple software and hardware issues in person for our departmental teams.

*Flexible to work late night and weekend events for audio visual technical support.

Flight Centre

IT Helpdesk Technician

April 2013 - December 2014 (1 year 9 months)

Sydney, Australia and Vancouver, Canada

*Managed over 200 Windows machines. Windows Server 2008 R2. 20 Design Mac machines at head office of Flight Centre.

*Using internal proprietary software and 3rd party software to manage over 200 stores nation wide

*Fixing laptop, desktop, server hardware and software issues via phone, computer and in person.

*On Call 24hrs one full week each month via cell phone and mobile computer.

*Working through technical issues over the phone with consultants and support staff to keep business systems running smoothly.

*Opening and assigning service tickets through a centralized helpdesk ticket creation database

Synnex Australia Pty Ltd

Account Manager

March 2012 - March 2013 (1 year 1 month)

Melbourne, Australia

*Engaging with commercial corporate business resellers and service providers across VIC,

NSW Australia and NZ.

*Trouble shooting computer build types to meet customer's requirements and forecasting demand of IBM, HP, ACER, LENOVO builds for product manager order.

* Opening Bid quotes for special contract pricing with HP, Lenovo, IBM, Samsung and

Asus for large companies dealing with government, education and large corporate business.

* Consulting customers on specifications and features of products they may provide to their end user corporate clients.

* Partaking in training on pc notebook, server, desktop, monitor display, storage, and multiple I/O products. Very engaged and interested in multiple I.T products.

* Focus on understanding client's business, goals and requirements in order to provide the appropriate I.T. solutions.

Supercom Canada Ltd

Account Manager Mass Merchant Team

April 2010 - December 2011 (1 year 9 months)

Manages I.T and CE supplies to many E-Tailers and Big Box Stores throughout Canada.

Amazon.ca, Basics Office Supplies Ltd. Newegg.ca

*Sales development of many different product lines such as Asus, Lenovo, MSI, LG, Samsung, within the Canadian channel and retail.

*Forecasting growth of accounts and following sales target to achieve goal.

*Provide assistance to resellers with supply of computer components, peripherals and software of large/special customers.

*Work closely with Product Team to ensure product availability and regular ETA updates.

*Monitor and generate quotations from the company Business Enterprise System.

*Enter sales order, maintenance and tracking of orders.

-Maintain and update shipping information for all orders.

*Liaise with Service Department on product warranty, return policy etc.

*Liaise with Production Department on manufacturing status.

*Provide telephone support for Chain Store Accounts.

*Assume any other duties as assigned by the Sales Director/District Sales Manager

Techknow Inc

Business Development Manager

January 2009 - February 2010 (1 year 2 months)

Techknow Magazine was a free technology review publication which was distributed along the Vancouver and Toronto Transit Lines.

My goal at Techknow was to grow the advertiser base, manage distribution, manage the website and accounting for the company books. This business was owned and operated by myself and a few other creative minds.

*Setting up Distribution, Printing, Hiring Reps, and Website Development.

*Going to press events and shows to shoot video and conduct interviews which are added to the website.

*Setting up company budget and target.

*Managing Advertiser accounts for many different companies in North America.

*Making new clients through attending trade shows, cold calling and speaking to affiliates through organization and society ties.

*Communicating with clients, sales representatives, and payroll to make sure the client provides the right documents for advertising, the magazine designer is going to meet their deadline and that we are sending an invoice and collecting pay from the client.

*Ensuring that the end product is what the client desired. Ensuring that our company as well as the client is satisfied with the advertisement and web publishing done.

Buck Productions

Production Assistant

2006 - 2010 (4 years)

Toronto, Canada Area

*Technical Creative role in TV shows broadcast internationally (Rich Bride Poor Bride, Rich Groom Poor Groom) <http://www.buckproductions.com>

*Monitor and track multiple projects.

*Monitor, deliver and log video footage tapes and equipment.

- *Communicate project information to internal and external project teams, production managers and directors.
- *Maintain critical project information in database.
- *Schedule and attend status meetings to understand the scope of assigned and upcoming projects.
- *Prepare project status and meeting agendas
- *<http://www.imdb.com/title/tt0904108/>

TIC Travel Insurance

Insurance Advisor

September 2007 - October 2009 (2 years 2 months)

Toronto, Canada Area

- *After a three to four week intense training period, and acquiring your Accident and Sickness License.
- *Selling insurance policies to travelers all over Canada as well as visitors to Canada (CIBC policies, Canadian Tire, Cooperators)
- *Communicate to team and clients excellent written and oral communication skills.
- *Use outgoing personality to sell while maintaining strong customer service and sales orientation.
- *In escalation situations display a positive, professional attitude at all times.
- *An Insurance Adviser works exclusively on your behalf to assist you in managing your travel risk.

Education

Saint Mary's University

Bachelor of Arts, Film and Sociology · (2004 - 2008)

Vancouver Community College

Networking Technology Certificate, Information Technology · (2017 - 2017)

TREBAS

Technical Diploma, Film and Television Production · (2003 - 2004)