

MATT RODENHEISER

Video Conference Engineer | AV Project Manager

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PROFESSIONAL SUMMARY

AV/UC engineering and project management professional with 20+ years of IT experience, including 13 years at Southern Glazer's Wine & Spirits. As part of a dedicated AV engineering team, designed, deployed, and managed 350+ Zoom Rooms and wireless content-sharing spaces across corporate sites nationwide, with individual project budgets ranging from \$8K to \$175K. Managed full project lifecycles from site surveys and system design through integrator coordination, installation oversight, commissioning, punch list resolution, and client turnover. Experienced in stakeholder communication, vendor management, budget accountability, and cross-functional team coordination. Seeking to bring deep AV integration and project management expertise to a client-facing role at an integration firm.

PROFESSIONAL EXPERIENCE

Video Conference Engineer / AV Project Manager

Southern Glazer's Wine & Spirits

Dec 2011 – Mar 2026

- Selected and recommended Zoom as the enterprise video conferencing standard after evaluating competing platforms including Microsoft Skype for Business and WebEx, leading to the company-wide rollout of 350+ Zoom-based conference rooms
- Managed the design, deployment, and delivery of Zoom Rooms and wireless content-sharing spaces across corporate offices nationwide, with individual project budgets ranging from \$8K to \$175K
- Owned full project lifecycle from initial site surveys and needs assessment through design, procurement, installation coordination, system checkout, punch list resolution, and client turnover
- Served as primary technical liaison with Diversified AV as the integration partner, defining scope of work, reviewing submittals, managing schedules, and overseeing on-site installation quality
- Coordinated work between on-site integrators, cabling vendors, and in-house IT teams across multiple concurrent sites in different US markets, managing timelines and stakeholder communications
- Tracked and managed project budgets, processed change orders, and ensured deliverables met organizational standards, timelines, and cost targets
- Conducted field verification and site surveys to document existing conditions, identify potential issues, and develop solutions prior to installation
- Provided end-user training and ongoing post-installation support to ensure successful adoption at each site
- Worked closely with Diversified Customer Service to maintain support and service continuity across all deployed AV endpoints
- Designed standardized AV room configurations using QSC, Shure, Neat, Poly endpoints integrated with the Zoom Rooms platform for consistent user experience across all sites
- Configured and maintained QSC Q-SYS DSP audio processors for conferencing audio, optimizing acoustic performance across varied room environments
- Specified and deployed Samsung commercial displays with MDC control integration for centralized AV device management
- Developed standardized AV design packages including equipment lists, signal flow diagrams, and configuration templates for repeatable, scalable deployments
- Coordinated hardware refresh cycles across the installed base, managing equipment evaluation, procurement, and swap-out scheduling
- Managed AV software and firmware updates across all endpoints on an N-1 update cadence, ensuring system reliability and security compliance
- Managed AV installations both on-site and remotely, adapting delivery approach based on project scope and site requirements
- Configured network infrastructure for AV endpoints including VLAN assignments, DHCP reservations, firewall rules, and QoS policies to ensure reliable video conferencing
- Created and maintained ServiceNow documentation for AV systems, troubleshooting procedures, and standard operating procedures

Network Administrator

Doctors Pathology Services, Inc.

Apr 2011 – Dec 2011

- Supported office and mobile laboratory staff for all IT needs including workstations, networking, and clinical applications
- Implemented server and application virtualization to optimize IT resources for mobile lab environments

Network Administrator

Delaware Surgery Center, LLC

Mar 2003 – Mar 2011

- Managed Microsoft Windows network infrastructure including Active Directory, SQL Server, medical applications and hardware for surgical center operations
- Led IT buildout for new 23,000 sq ft medical facility at Eden Hill Medical Center, including network design, server room setup, and workstation deployment
- Coordinated installation and maintenance of telecommunications and internet services

EDUCATION

University of Delaware — Information Technology, 1998 – 2002

SKILLS

AV Design & Engineering: Zoom Rooms, Teams Rooms, QSC Q-SYS, Shure, Neat, Poly

Project Management: Full lifecycle SI delivery, multi-site rollouts, scope/schedule/budget management, vendor coordination, integrator management, punch list management, client turnover

Stakeholder Management: Client relationships, cross-functional communication, field verification, site surveys, design reviews

Collaboration Platforms: Zoom Rooms, Zoom Webinars, Zoom Phone, Microsoft Teams Rooms, Zoom Workspace Reservation

Infrastructure: VLAN segmentation, DHCP/DNS, firewall rules, QoS, network configuration

Tools & Documentation: ServiceNow, system design documentation, as-built drawings, commissioning checklists, firmware lifecycle management

CERTIFICATIONS

CompTIA Network+ | CompTIA A+