

Dave Euson

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Professional Summary

Strategic Solutions Architect and Technical Account Manager with over 20 years of experience driving customer success and platform adoption in the media and entertainment sector. Excels at leading international pre-sales efforts, managing P1 technical escalations for top-tier accounts, and acting as the vital link between engineering and end-users. Deeply technical background in post-production, MAM/DAM systems, and workflow orchestration, with a focus on maximizing operational efficiency.

Core Competencies

- Systems Architecture: Cloud Integration (AWS), MAM/DAM Systems, Event-Driven Architectures, and AI-Powered Media Supply Chains.
- Automation & Workflow: API Integrations, JavaScript logic development, Workflow Orchestration, and AI/ML Tool Integration (Cognitive Services, LLMs).
- Media Engineering: Video Codecs, Transcoding, and Broadcast Engineering.
- Client Leadership: Technical Account Management (TAM), Strategic Presales, and Stakeholder Collaboration.

Professional Experience

qibb

Solutions Architect | *2025 – Present*

- Design and implement scalable automation workflows using qibb, integrating cloud services (primarily AWS), APIs, AI/ML cognitive services, and third-party platforms to streamline business operations.
- Collaborate with stakeholders to translate business requirements into technical solutions, improving efficiency and reducing manual processes through intelligent automation.
- Build and maintain event-driven architectures and data pipelines to support real-time media processing and AI-driven content analysis.
- Develop custom logic and integrations (JavaScript) to extend platform capabilities, enabling complex workflows like automated metadata generation and speech-to-text transcription.
- Optimize system performance, reliability, and observability across distributed, AI-enhanced automation systems.

Telestream

Technical Account Manager – Major Partners | *Aug 2023 – July 2025*

- Serve as the TAM for Telestream's leading partners, overseeing the top 5 accounts for advanced technical challenges and overall health.
- Focus on Capture (Lightspeed Live Capture), Transcoding (Vantage), and cloud operations (Vantage Gateway/Encoding.com).
- Run weekly customer meetings to ensure alignment on project goals and identify new revenue streams.

Senior Applications Specialist, Professional Services | *Dec 2021 – Aug 2023*

- Led efforts on advanced and intelligent post-production workflows, acting as the leading expert on Avid and Adobe support and integrations.
- Managed a working Avid lab (Nexis and Interplay) and a 13-host VM Server (vSphere) environment for internal testing.
- Served as the technical lead for trade shows such as NAB and IBC and handled special client installations.

Dalet

Sr. Support Engineer and Presales (Hybrid) | *Sept 2019 – Dec 2021*

- Led support for Amberfin and Ooyala Flex, focusing on workflow optimization, MAM, and Tier 3 level support for leading broadcasters.
- Managed weekly meetings with customers to address features/bugs and acted as a consultant for profile and workflow creation.
- Developed new solutions using Amberfin Workflow Engine and Ooyala Flex, integrating cloud technologies.

Snapstream

Senior Customer Success Manager | *Feb 2019 – July 2019*

- Managed over 250 customers with a 98% retention rate, reporting directly to the CEO.
- Consulted and trained partners on digital media workflows and hosted weekly training webinars.

Ooyala

Senior Customer Success Manager | *May 2018 – Feb 2019*

- Led weekly client meetings and quarterly onsite visits for account management and video workflow expansion.
- Acted as a product expert across the Ooyala line, including OVP, live streaming, and Flex supply chain.

Glookast

Solutions Architect (Pre-sales) | *Jan 2016 – May 2018*

- Led pre-sales efforts in North American and Asia Pacific regions, introducing products to Japan, the Philippines, and Hong Kong.
- Coordinated with Avid and other manufacturers to incorporate Glookast into current and upcoming offerings.

NBCUniversal – E!, G4/Esquire, Bravo Networks

Post-Production Engineer / ACSR II | *Feb 2012 – Nov 2013*

- Provided 24/7 support for over 100 post-production bays, including live event support for the Oscars, Golden Globes, and Emmys.
- Managed large Avid (Interplay and ISIS) and EVS environments and installed video game capture stations for TechTV / G4.

Atlas Digital

Post-Production Engineering Support (Avid ACSR) | *May 2010 – Feb 2012*

- Served as the technical lead of the Santa Monica facility, providing support for all Avid and Adobe products.

MatchFrame Video

Post-Production Rental Field Support (Avid ACSR) | *Nov 2006 – March 2009*

- Provided onsite support for all Avid and Adobe products and directed large deployments of edit bays.
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Education & Certifications

- Post-Production Program Graduate | Video Symphony (Burbank, CA), 2007
- Avid Certified Service Representative (ACSR) | Interplay (MAM) and ISIS (Storage)
- IABM Certification | Video Over IP (VOIP) Course
- High School Diploma | Crescenta Valley High School, 2004