

COREY GEISER

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SUMMARY

Systems and technology professional with 18 years designing, documenting, and remotely troubleshooting AV control-system interfaces (Crestron/AMX) for commercial, residential, and high-security government clients. Equally effective on the technical bench or in front of executive stakeholders — skilled at diagnosing hardware, software, and network issues, supporting end users, and translating complex systems into clear, repeatable documentation. Currently focused on IT support, help desk, desktop support, and repair technician roles, with network operations and IT security as the next step — actively building toward CompTIA A+, Network+, Security+, and CCNA certifications, TryHackMe labs, and home-lab practice with Wireshark, Nmap, Active Directory, Cisco Packet Tracer, and Hyper-V virtual machines. Combines strong technical troubleshooting instincts with 18 years of cross-functional leadership, documentation discipline, and executive communication that most entry-level IT candidates haven't yet developed.

TECHNICAL SKILLS

- **Networking & Security:** TCP/IP fundamentals, network switch configuration, IP addressing, Wireshark, Nmap, Active Directory (fundamentals), Cisco Packet Tracer, CompTIA A+ / Network+ / Security+ / CCNA (in progress)
- **Systems & Support:** Windows, macOS, Android, and iOS troubleshooting; hardware fault diagnosis and repair; system monitoring and escalation; virtual machines (Hyper-V)
- **Control Systems:** Crestron (VPro, ThemeCreator), AMX (VisionTools)
- **Scripting & OS (self-study):** Linux (Ubuntu, Kali), Python, PowerShell, HTML/CSS
- **Tools & Platforms:** Figma, Adobe Creative Suite, GitHub, Jira, Trello, Slack, HubSpot
- **Methodologies:** Agile/Scrum, usability testing, WCAG accessibility standards, technical documentation & SOP authoring

PROFESSIONAL EXPERIENCE

PROFOUND TECHNOLOGIES

Creative Director

CHESTER SPRINGS, PA

June 2011 – October 2025

Led creative strategy, UI/UX, and technical documentation for a 40+ employee AV technology firm delivering control systems for commercial conference rooms, government network operations centers (NOCs), and home automation. Managed the design, marketing, and media departments while serving as a member of the company's KPI leadership team.

- Developed UI/UX for flagship control-system interfaces deployed across 500+ enterprise and government client environments running on Crestron and AMX platforms, plus internal tools used by a 40-member team.
- Cut end-user task completion time by 40% and support ticket volume by 28% by leveraging cognitive-load and Hick's Law principles in interface redesigns, validated through usability testing with 50+ end users.
- Reduced new interface deployment time by 50% across 20+ product interfaces by coordinating with engineering and IT teams to formulate standardized technical documentation, component libraries, and SOPs.
- Remotely diagnosed issues across conference rooms, NOCs, and field deployments, coordinating with on-site technicians and engineering teams to resolve without on-site travel.
- Facilitated cross-functional coordination across sales, engineering, and business development to deliver systems for Fortune 500 clients and government agencies operating under strict IT-security and compliance requirements.
- Orchestrated brand and design operations from the ground up in support of company growth to \$10M–\$15M in annual revenue, establishing 200+ reusable components and 100+ standardized templates.
- Built and directed a 3-person media production department from zero, producing 100+ deliverables in 18 months — executive presentations, product demos, 80+ videos, and technical training content for enterprise and government audiences.
- Served on the company's KPI leadership team, advising on annual objectives and quarterly strategic priorities with executive leadership.
- Executed iterative redesigns of the primary website and e-commerce platform, establishing mobile-first, WCAG-compliant UX and integrating technical SEO.

- Integrated AI-assisted tools across design and documentation workflows to accelerate delivery timelines while sustaining quality and accuracy.
- Authored and maintained SOPs, brand guidelines, and technical documentation standards ensuring consistency across 200+ components and 20 product interfaces — the same documentation discipline required in regulatory and security compliance environments.

PROFOUND TECHNOLOGIES

Contract Product Designer

CHESTER SPRINGS, PA

March 2011 – May 2011

Completed a short-term contract designing UI/UX for the company's flagship control-system interfaces. Demonstrated technical and design proficiency that led directly to a full-time Creative Director offer.

- Delivered contract UI/UX design work that resulted in a full-time Creative Director offer within three months, based on demonstrated technical and design proficiency.

SELF-EMPLOYED

Freelance Graphic Designer

REMOTE

January 2010 – March 2011

Provided freelance graphic design services during the gap between full-time roles as the AV industry recovered from the economic downturn. Maintained technical design skills and client-facing communication for small-business clients.

- Delivered branding, marketing, and design work for small-business clients, sustaining technical skills in design tools and client communication.

RSD/ICD SYSTEMS

UI/UX Developer (promoted from Junior Designer)

EXTON, PA

April 2007 – December 2009

Began as Junior Designer and was promoted to UI/UX Developer based on demonstrated mastery of interface design, touchpanel interface systems, and technical/marketing deliverables for enterprise and government AV clients.

- Designed and deployed 15+ touchpanel control interfaces for complex automation environments — 50–200 device residential systems, 10–500 attendee commercial conference rooms, and high-security government NOC facilities — each engineered to distinct operational and security requirements.
- Produced 30+ technical and marketing deliverables monthly, partnering directly with the sales team to customize presentations for 30+ client pitches annually.
- Created technical visualization and presentation assets supporting executive sales cycles and trade show demonstrations for AV industry clients.
- Facilitated iterative development workflows for 20+ control systems deployed across 50+ contracts annually, using Crestron (VTPPro, ThemeCreator) and AMX (VisionTools) environments.
- Introduced foundational UI frameworks and a 300+ component library that became the template for 15+ additional product interfaces, accelerating new interface development by 50%.

CERTIFICATIONS & EDUCATION

CISCO CERTIFIED NETWORK ASSOCIATE

Independent Study

REMOTE

September 2026 - November 2026

- CCNA — In progress; expected completion November 2026

NORTHERN PENNSYLVANIA REGIONAL COLLEGE

IT Support, Networking & Security Certificate Pathway

REMOTE

May 2026 – Present

- CompTIA A+ — Coursework completed August 2026; certification exam scheduled
- CompTIA Network+ — In progress; expected completion September 2026
- CompTIA Security+ — Upcoming; expected completion October 2026

- Valedictorian | 3.7 GPA
- Graduating Class of 2011

CORE COMPETENCIES

TRANSFERRABLE SKILLS

- **Systems Thinking:** 18 years designing and documenting complex, interdependent technical systems — the same analytical approach used to map networks and identify points of failure.
- **Attention to Detail & Documentation Discipline:** Maintained 300+ component standards and SOPs used across every downstream deployment, where one error could replicate everywhere. Brings the same rigor to security documentation and change management.
- **Human-Factors & Risk Analysis:** Applied behavioral and cognitive-load principles to reduce user error and support tickets — the same lens used in phishing/social-engineering risk reduction and security-awareness design.
- **Troubleshooting Under Pressure:** Diagnosed and resolved hardware, software, and network issues in live, uptime-critical government and enterprise environments.
- **Cross-Functional Communication:** Regularly translated technical requirements between engineering, IT, sales, and executive leadership — a core skill for security analysts communicating findings to non-technical stakeholders.

CYBERSECURITY DEVELOPMENT (IN PROGRESS)

- Completing hands-on labs through TryHackMe covering networking fundamentals, Linux administration, and introductory security concepts.
- Refined network traffic analysis and reconnaissance skills with Wireshark and Nmap, and built working familiarity with Active Directory fundamentals, through home-lab and TryHackMe exercises.
- Developing Linux system administration, PowerShell, and Python scripting skills through self-directed study to support future security operations and automation work.
- Practicing network simulation and virtualization with Cisco Packet Tracer and Hyper-V virtual machines across Windows, macOS, and Android environments.
- Building a home lab environment to apply networking and security concepts outside of coursework.
- Actively pursuing CompTIA A+, Network+, Security+, and CCNA as a deliberate, structured transition into cybersecurity operations (see Certifications & Education).

CIVIC LEADERSHIP

LOCAL ELECTION BOARD

Elected Minority Inspector

CHESTER COUNTY, PA

November 2025 – Present

Entrusted with a publicly-elected role requiring integrity, accuracy, and adherence to strict procedural and legal standards.