

Keith Bress

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PROFILE

Detail-oriented multimedia professional with extensive experience in content creation, video production, and technical support. Skilled in operating AV equipment and optimizing web communications for accessibility. Committed to delivering high-quality contributions in collaborative environments, leveraging tools like Adobe Creative Suite and OBS to enhance team outcomes.

CORE SKILLS

Adobe Premiere Pro, After Effects, Photoshop, OBS, DSLR and Mirrorless Cameras, Camcorders, Lighting, Audio/Recording Equipment, Website Content Management, Social Media Content Creation, WordPress, Microsoft Office and Teams, Google Suite, Google Analytics, ADA Web and Document Accessibility, Zoom, Cisco Webex, Troubleshooting, Technical Support, Customer Service, CRM, Teamwork / Collaboration, Basic Coding – HTML, Templates, Data Analysis, Animation

WORK EXPERIENCE

VIDEOGRAPHER/EDITOR/CONTENT CREATOR

Freelance/Staff | Windsor, CT

09/2012 – Present

- Created a variety of marketing/educational content reaching local and international audiences.
- Produced animated short film “Gotcha Day”, recognized in the 2021 New Haven, Bridgeport, Ridgefield and Mystic Film Festivals. Gold REMI award winner at Worldfest Houston.
- Taught children video production at Windsor Community Television’s (WinTV) KidVid workshop.

Videographer - *Town of Enfield*

Sep 2024-Present

AV Technician and Design Specialist - *The First Church Windsor, UCC | Windsor, CT*

Mar 2024-Present

- Run live stream services using OBS live stream software, including troubleshooting.
- Research, develop and implement technical advancements to improve production.
- Develop and present multimedia content for Church services.

Media Booth Operator | *The Town of Mansfield | Mansfield, CT*

July 2024-Present

- Record meetings and run live stream services using OBS live stream software.
- Set up, adjust, and operate media equipment including helping participants with devices.

Production Crew | *First Congregational Church in Bloomfield | Bloomfield, CT*

Jan 2022-May 2022

- Produced weekly live stream through ProPresenter to YouTube, Facebook and ChurchOnline.
- Managed the operation and inventory of audio, media, and video broadcasting equipment.
- Resolved equipment issues before and during the live stream service.

WEB COMMUNICATIONS COORDINATOR

University of CT | Storrs, CT

04/2022 – 12/2023

- Created content for *College of Liberal Arts and Sciences* websites, focusing on best practices for accessibility and SEO.
- Collaborated on complex web development projects with diverse clients.
- Analyzed Google Analytics data to improve the efficacy of web communications.
- Delivered trainings on web accessibility and best practices.

PRODUCTION COORDINATOR

Nantucket Community Television | Nantucket, MA

09/2021 – 11/2021

- Coordinated coverage of government meetings and events, broadcast over the air and livestream.
- Filmed and edited events and promotional content for a wide variety of clients.

SOCIAL MEDIA ENGAGER/SPECIALIST

The LEGO Group | Enfield, CT

03/2018 – 09/2020

- Supervised project that improved moderation of user-generated content and workflow.
- Spearheaded development of system to train/onboard new moderators, streamlining the process.
- Engaged with millions of fans on Twitter, Facebook & Instagram, boosting consumer engagement.
- As a member of DEI taskforce, oversaw creation of anonymous reporting system, ensuring marketing materials reflect Diversity & Inclusion objectives.

WEB COPYWRITER/CUSTOMER SERVICE ADVISOR

The LEGO Group | Enfield, CT

10/2015 – 02/2018

- Tapped by management to serve as a Knowledgebase Administrator/Web Copywriter within 4 months of hire.
- Authored and revamped dozens of user-friendly troubleshooting guides for LEGO.com, educating customers on how to use the products.
- Assembled, quantified, and analyzed trends in consumer feedback, resulting in improvements to the layout and functionality of the website.
- Partnered with global team to author reference guides for major pop culture product themes like Star Wars, strengthening and expediting customer service responses.
- Provided technical support for LEGO mobile apps, PC software, and robotics products on platforms such as macOS, iOS, Android, and Windows.
- Communicated with customers via phone, email, live chat, and e-commerce platforms, generating excellent performance reviews and customer feedback.
- Co-created award-winning video tour of LEGO Contact Center, generating global recognition.
- Created professional development video, furthering recruitment and retention efforts.

VIDEOGRAPHER/VIDEO EDITOR

GottaLoveCTHockey | Simsbury, CT

06/2013 – 10/2015

- Collaborated with stakeholders to create video content providing game coverage and featuring interviews with NHL hockey players, marketing the GottaLoveCTHockey brand.

EDUCATION and CERTIFICATIONS

Master of Arts in Communication | University of Hartford | West Hartford, CT 2021

- GPA 4.0. Courses in Multimedia Production, Advertising, and Corporate Communication

B.S in Cinema & Photography | Ithaca College | Ithaca, NY

- Graduated Magna Cum Laude (GPA 3.7), Park Scholar

CompTIA A+ Certification May 2024