



DAVE AUSTIN

Director, Solutions Engineering

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EDUCATION

BACHELOR'S DEGREE, Political Science

Geneseo State University
Geneseo, NY
1997 — 2001

CERTIFICATIONS

ITIL 4.0

SKILLS

| Professional

Process Architecture
Strategic Alignment and Leadership
Change Leader
Critical Incident Management
Corporate Communications

| Technical

Broadcast Technology Architecture
Network Infrastructure Support
Streaming Media Technology
Radio/Audio Technology

KEY

ACCOMPLISHMENTS

Launch of ESPN+

Spearheaded Streaming System Integrations and acquisition of BAMTech Media for the launch of ESPN+

Service Management Process

Oversaw reconstituted service management process with a new tiered support system, generating over \$1.5M in annual savings while reducing overall incidents by 25%

HOBBY

- Hiking
- Running
- Fishing
- Skiing
- Music
- Learning

PROFILE

A relentless consensus builder; aligning organizations with a discuss, debate, decide and align strategy! A jack-of-all-trades who quickly develops a surface level understanding of all technology in the media and streaming industries and quickly adapts teams to address next-generation technology and platform modernization efforts.

WORK EXPERIENCE

Director, Solutions Engineering

The Walt Disney Company | July 2022 — Present

Led Solutions Engineering efforts within Disney's Engineering Services, driving the execution of critical cross-platform technology programs. Spearheaded a comprehensive analysis of observability tooling, resulting in a \$50M annual cost savings. Directed a multi-disciplinary team responsible for enhancing broadcast technology systems (camera, audio, and communications) for Disney's new digital center in New York City. Led technical discovery and innovation efforts for Disney's strategic joint venture with FOX, Warner Bros. Discovery.

Director, Media Engineering

The Walt Disney Company | November, 2017 — June, 2022

Oversaw a team of production engineers and support analysts responsible for maintaining and optimizing broadcast environments for ESPN. Developed and implemented advanced incident detection (observability/DevOps), response (incident management), and recovery (engineering remediation) protocols across Bristol, CT, and Manhattan. Orchestrated a full integration of ServiceNow and observability technologies including BigPanda, DataMiner, and DataDog. Reduced support center call volume by 300% while decreasing the average time-to-first-response to under two minutes.

Sr. Video Platform Engineering, Media Engineering

The Walt Disney Company | October, 2014 — November, 2017

Led a cross-functional team in the launch of a newly re-engineered ESPN3 streaming media service. Played a pivotal role in evaluating BamTech Media's technology during due diligence, later integrating their tech stack post-acquisition, which directly contributed to the launch of ESPN+. Key stakeholder in shaping the evolution of Disney's digital video platforms.

Audio Engineer, ESPN Radio

The Walt Disney Company | October, 2006 — October, 2014

Directed digital audio engineering efforts that expanded ESPN's podcasting operations and associated mobile/web applications. Pioneered the launch of the first ESPN Radio iOS and Android applications and integrated audio services into the flagship ESPN app. Increased audio downloads from over 1M to 8M+ monthly. Led the redesign of ESPN.com Audio and the ESPN Radio website to meet rapidly growing demand.

Deputy Director of Legislation

New York State Senate | May, 2001 — November, 2006

Led the Mental Health and Transportation Committee Legislative Portfolios. Led the creation and passage of The Work Zone Safety Act of 2005, Timothy's Law, requiring insurance coverage for mental illness in New York State. Drafted a 5-year, \$45.8 billion capital plan for New York State in collaboration with the Executive Branch.