

CIERRA MASON

TECHNICAL GENERALIST



757-477-9315



cierra.mason.business@gmail.com



Virginia Beach, VA 23451

Looking to make a big impact with a career change that is a natural progression of abilities gained during employment and education. Patient with people, passionate about technology, and a believer in creating positive experiences for others.

WORK HISTORY

GRAPHICS OPERATOR, Old Dominion University

Norfolk, VA | Aug 2025 - Present

- Completed work for ODU baseball, basketball, The Harlem Globetrotters, and other misc gigs.
- Has the flexibility to work on the fly when marketing activation plans end up shuffled around.
- Utilizes Daktronics to push graphics to the arena.

PRODUCER & GRAPHICS OPERATOR, Norfolk Tides

Norfolk, VA | May 2025 - Present

- Works alongside the director to ensure that in-arena and in-stream operations were synchronized.
- Collaborates with the camera operators in order to meet and exceed stakeholder expectations.
- Also works with high profile clients such as Cosmic Baseball and The Savannah Bananas.

CUSTOMER SERVICE ASSOCIATE, Walgreens

Virginia Beach, VA | Nov 2023 - Present

- Provides excellent service for hundreds of customers per day while maintaining a professional demeanor.
- Assists in troubleshooting and using various machines for print production.
- Ensures current inventory is up-to-date and received packages as needed.

PRODUCTION ASSISTANT, Center Stage Video

Norfolk, VA | June 2025 - January 2026

- Worked for the Admirals and other one-off gigs on a contract basis.
- Edited graphics and adjusted script as needed in a live production environment.
- Became the primary point of contact between multiple departments in multiple gigs.

SHOW CONTROLLER, High Impact Television Systems

Norfolk, VA | Oct 2023 - May 2025

- Managed and ensured timely cross-communication with 12+ people simultaneously.
- Assisted in directing events live for up to 8,000 audience members.
- Worked with high-profile clients such as the MEAC.

RESIDENT ASSISTANT, Baldwin Wallace University

Berea, OH | Jan 2022 - May 2022

- Oversaw and communicated with 16 people on a daily basis.
- Contributed to event planning for over 200 individuals.
- Ensured the safety of the entire residence hall around the clock.

INTERN, FMCC IT Department

Johnstown, NY | Sept 2019 - Dec 2019

- Assisted in closing help desk tickets from various clients.
- Troubleshot and documented issues with Windows and Mac OS systems as needed.
- Maintained the printers to ensure a smooth operation for hundreds of university students.

EDUCATION

BALDWIN WALLACE UNIVERSITY

Aug 2020 - Apr 2023 - 3.3 GPA

Berea, OH

B.A. Digital Media & Design: Interactive Design

FULTON MONTGOMERY COMMUNITY COLLEGE

Sept 2015 - Dec 2019 - 3.6 GPA

Johnstown, NY

A.A.S Computer Information Systems

EXPERTISE

SQL • Command Line • Windows OS • Linux OS • Microsoft Office 365 • HTML/CSS • Project Management • Adobe Creative Cloud • DNS • Troubleshooting • Task Management • Problem Solving • Database Management • Figma • Mac OS • VPN