



Meet the Team

This month, get to know Jocelyn Picard, Senior Technical Support and Product Specialist, Clockaudio NA

Like many of his Clockaudio colleagues, Jocelyn Picard grew up in a family of musicians. Having been surrounded by audio gear his entire life, he quickly became accustomed to connecting wires and handling audio equipment. His career began in a VHS duplication house, running dubs and maintaining the equipment. After spending five years in that position, he moved on to become a technician/installer for a Montreal-based Integrator where he remained from 2006 until October 2014. That's when he joined Clockaudio, and as Jocelyn says, "The rest is history!"



It didn't take long for Jocelyn to realize that Clockaudio was a top-notch company and microphone manufacturer. When asked what three words he would use to describe Clockaudio, Picard says, "quality, durability and uniqueness". Adding why he feels Clockaudio stands out amongst the competition, he shares his experience with their microphones prior to joining the team, "I had installed Clockaudio microphones before and noticed that they were of superior quality. The way they were built, their sound as compared to other microphones, and their versatility all struck me as being exceptional." Picard goes on to say, "Additionally, Clockaudio has always put a major emphasis on customer satisfaction. They are attentive to the specific needs of their customers, they will work with them to customize their projects and will always try to find the best solutions for them."

Picard knows that in today's challenging AV industry you have to stay a step ahead of the technology, be able to predict the next revolutionary product and know how to adapt quickly. As Picard says, "Being able to work with the product development department and be part of the conception of new products is very gratifying. We are a tight-knit team, and that's one of the reasons why I think Clockaudio is so successful. I've always believed that smaller companies have more to offer as an experience, as opposed to big corporations where the CEO doesn't even know your name. I truly feel an important and valued part of this company."

Some of the things Picard ranks high among the favorite aspects of his job include: representing Clockaudio, building and maintaining relationships with the customers, helping to create the company's YouTube instructional videos, and writing the newsletters and sound principle articles. "I always like coming to work to answer the calls and to help the installers work through any of their questions. I find it very gratifying when a customer tells me how helpful I was before he or she hangs up the phone."

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Of the many Clockaudio projects he works on, we asked Picard to choose the one which makes him proudest. He answered, "I think my favorite project is where I get to write about Clockaudio's products and best installation practices or share information on microphone selection for specific applications. Seeing those words published and knowing they're being read by our clients, consultants, dealers and representatives is so fulfilling and makes me proud to be a part of the Clockaudio team."