

Giovanni Ginty

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Summary

Results-focused, IT Specialist with 5 years of proven success in developing and leading cross-functional technical teams to execute and deliver major technology initiatives. Demonstrates expertise in VDI, desktop, remote access, thin clients, and video conferencing. Highly effective communication facilitator and contributor to key partnerships, projects, and collective team objectives across, telecom, network, hosting, security, governance, and vendor management to achieve a positive impact on all business outcomes.

Skills

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| * Productivity Improvement * Workflow Planning * Project Management * LAN/WAN Management * Technical Documentation * Security Solutions * Patches & Upgrades * Training & Mentoring * Cloud Services Procurement & Implementation * Systems Installation Configuration & Support | * O365 Administration * Azure Administration * Exchange Administration * Group Policy Management * SCCM Administration * OKTA Administration * Process Development * Network Maintenance * Hardware/ Software Support * Remote Support * PowerShell |

Experience

**NanoString Technologies 03/2019 - Current**

IT Specialist **Seattle, Washington**

* Propose hardware/software solutions to achieve short and long-range organizational goals. Worked with vendors on purchasing and supporting proposed solutions.
* Security, patch management, automated installations of workstations and software using management tools. The two software tools mainly used for this were Kace System Management and Microsoft SCCM
* End user customer support via phone, remote connectivity apps and in person hands on support.
* Assisted with process development and training.
* Improved productivity by 30%.
* Maintenance, manage and deploy all Apple products.
* VLAN management and port monitoring.
* Provided dedicated support to the FAS team during local conferences.
* Lead in rolling out the new site.
* Oversaw all equipment purchases, shipping, and coordinating with departments and Senior Leadership.
* Worked with the infrastructure team to resolve high-level network and routing issues.
* Consulted on various security issues and topics.
* Implemented MFA and other security policies; physical and otherwise.
* Collaborated with MasterControl department to enforce and publish SOP's and user awareness documents.
* Executed security audits to ensure all IT admins are following best practice policies, escalated reports to management if violations were found.
* Implemented Change Management policy and formed a Change Control Board to oversee any changes made in a production environment.
* Created Access Control roadmap for help desk and system administrators which outline basic training prerequisites required prior to gaining access to any internal systems.
* Documented processes and helped streamline procedures for future technical support actions.
* Created user documentation and manuals for use in training classes and onboarding sessions.
* Drafted technical documents, including whitepapers, user manuals, implementation documentation, and support base entries.
* Used Azure/Intune for MDM
* Enrolled iOS devices via Intune
* Used Azure to integrate iOS with local SCCM environment
* Push applications
* Re-enroll or wipe devices
* Use Azure AD for quick profile updates

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|  | **Vaupell 06/2018 - 01/2019**  Systems Administrator **Seattle, Washington**   * Administered Exchange 2016 and Skype for business 2016 for over 750 users across multiple company domains with the organizational forest. * Scheduled backups and maintained server health. * Combination of routine maintenance and responding to tickets regarding service performance. * Setup licensing servers as well as maintained existing license servers. * Performed troubleshooting as needed. * Wrote .bat files to automate tasks for users. * Employee onboarding/offboarding. * Deployed updates and patches to 1,000 users or more using KACE or SCCM. * Supported multiple ERPs. * Created roadmap for Access Control. * Planned and executed Win 10 upgrade project from a mainly Win 7 environment. * Established and enforced policies and best practices to safeguard and protect data, reports and access. * Implemented inventory control measures to replenish and maintain IT equipment, supplies, tools, and replacement parts. * Supported private cloud infrastructure, including vendor relations management and onsite support. * Performed preventative maintenance and upgraded systems to ensure network, system and data availability and integrity. * Kept flexible schedule and resolved after-hours and weekend emergencies quickly and accurately. * Improved job tasks and mentored junior team members on best practices and standards. * Provided effective resolutions to issues and escalated problems with knowledgeable support and quality service.   **Kirkland Nissan 08/2017 - 01/2019**  **IT Consultant Kirkland, WA** |

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|  | * Provide consulting services. * Security analysis/threat assessments. * Evaluate hardware/software needs. * Set and maintain backup schedules. * Run proactive maintenance checks. * Assist and work with vendors to support SaaS applications used by the corporation. * Kept project teams on-task with proactive control of budgets, schedules and scopes. * Completed thorough risk assessments and deployed management and response strategies to prevent roadblocks. * Maintained close connection with project personnel to quickly identify and resolve problems. * Produced status reports for customers and senior management. * Devised implementation plans, including cost-benefit and ROI analyses.   **Premera Blue Cross, CTSS 11/2017 - 06/2018**  Client Technical Software Support **Mountlake Terrace,** **WA**   |  |  | | --- | --- | |  | * Worked with the engineering team on process improvement and automation * Oversaw the imaging lab * Managed and created task sequences * Proposed and led a successful pilot run for the new LCM process * Reduced projected LCM project timeline by 20% * Developed and distributed process documentation to other teams * Managed a small team and provided training for other IT personnel * Recognized by management for providing exceptional customer service * Improved customer satisfaction by finding creative solutions to problems * Worked closely with team members to deliver project requirements, develop solutions, and meet deadlines * Collaborated in the development of LCM procedures |     **Denali Advanced Integration 10/2016 - 11/2017**  Service Desk Analyst II **Redmond, WA** |

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|  | * Provided remote support to field employees for multiple companies in various industries including (but not limited to) health care, security, and marketing. * Used AirWatch to manage 20,000 + Android devices that were in the field for one of the contracts. * Provided VPN troubleshooting. * Provided shadowing for new hires. * Handled ticket escalations for multiple organizations. * Database administration. * Handled onboarding/offboarding * Provided support for 10 separate companies and maintained each corporation's internal software/hardware while maintaining all policies in place by each client. * Supported and assisted less experienced technicians in resolving client issues requiring advanced or specialized expertise and experience. * Developed, wrote and maintained detailed troubleshooting guide and knowledge base for use by other service desk staff and field service staff. * Analyzed, prioritized, researched and solved IT problems to achieve complete resolution for customers with minimal productivity loss. * Trained and mentored new service desk personnel and managed IT portion of the employee onboarding process.   **Kreative 05/2015 - 10/2016**  Web Support Technician/ IT Systems Administrator **Redmond, WA** |

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|  | * Improved customer satisfaction by finding creative solutions to problems. * Web Support * IT support * Hardware/ Software Support * Troubleshooting * Data Migration * Data Entry * Project Management * Remote Support * Data Crawling * Debugging * Training & Mentoring * Systems Installation Configuration & Support |

Education and Training

Charter College | Anchorage, AK

Bachelor of Science in Computer Information Systems

*2018*

Graduated with Honors and the President's Award

Charter College | Anchorage, AK

Associate of Applied Science in Network Security

*2015*

Graduated with Honors