

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 * POS 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**

* Triage incoming ticket requests and reassign/escalate when necessary.
* Configured, repaired, and upgraded iOS and Android mobile devices.
* Provided support to the Senior Leadership Team when needed.
* Drafted technical documents, including whitepapers, user manuals, implementation documentation, and support base entries.
* A/V conference room support/ troubleshooting.
* Assisted with image development and troubleshooting.
* Acted as a SME for junior team members.
* 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.
* Provided dedicated support to the FAS team during local conferences.
* 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.
* Collaborated with MasterControl department to enforce and publish SOP's and user awareness documents.
* Documented processes and helped streamline procedures for future technical support actions.
* Created user documentation and manuals for use in training classes and onboarding sessions.

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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. * Configure, repair, and upgrade iOS and Android mobile devices. * Drafted technical documents, including whitepapers, user manuals, implementation documentation, and support base entries. * Provided remote support for users. * Dedicated support for shipping/ receiving. * Combination of routine maintenance and responding to tickets regarding service performance. * Setup licensing servers as well as maintained existing license servers. * Deployed updates and patches to 1,000 users or more using KACE or SCCM. * 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. |

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|  | **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, updated, and created task sequences for the imaging lab. * Proposed and led a successful pilot run for the new LCM process. * Reduced projected LCM project timeline by 20%. * Propose hardware/software solutions to achieve short and long-range organizational goals. Worked with vendors on purchasing and supporting proposed solutions. * Conference room setup/install. * Developed and distributed process documentation to other teams. * Assisted with asset disposal in accordance with HIPPA policies. * 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. * Provided after hour support as need to meet project deadlines. |     **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