

# PAUL GELOT

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## SUMMARY

An experienced IT Administrator with scripting and development skills and a keen eye for understanding the high-level technical needs of an organization

## EMPLOYMENT

Apr 2016 to Sep 2017

**Tigerspike** · Associate Technical Operations Engineer

- Provide support to users in areas including: Mac OS (OS X), Windows, networking issues, and mobile devices
- Administrator of the office's business applications including: Google Suite, Dropbox, Adobe Creative Cloud, and Office 365
- On-boarding of new hires with computers, provision of new accounts, and any additional hardware
- Ensured that data backups to Amazon Web Services (AWS) were successful
- Used AWS Trusted Advisor to ensure that security best practices were followed
- Solely responsible for implementing an asset and inventory management solution for the tracking of mobile devices
- Updated company knowledge base and provided users with training when needed

Jun 2014 to Apr 2016

**Astrea (on-site at Google)** · Support Technician

- Monitor service ticket queue and process tickets based on priority to user's satisfaction
- Set up workstation and other equipment for new hires
- Service video conference equipment; handling inspections, deployment, and replacement as necessary
- Coordinate with outside vendors to handle large scale printer servicing

May 2013 to Jun 2014

**Pratt Institute** · Scanning Technician

- Calibrate all components of scanner and computer work station on a regular basis
- Properly handle fragile and unique archival materials
- Support the preparation of current student files for scanning
- Scan varying size documents in current student files and import in imaging software
- Review document for image quality and accurately index scanned document
- Read and Proof currently scanned records; ensure indexing of records has been completed correctly

Nov 2012 to Apr 2013

**New York Society Library** · Page

- Maintained organization of the library's collection
- Conducted tours of the library for potential members
- Prepared newly acquired library materials prior to placement in collection
- Accessed library database to track location of inventory

## SKILLS

**OPERATING SYSTEMS:**

**APPLICATIONS:**

**DEVELOPMENT:**

MacOS, Windows 10, Windows Server 2012, Linux (basic proficiency)  
Office 365, Slack, JIRA, Confluence, G-Suite (Google Apps), Service Now  
HTML/CSS, JavaScript, Ruby

## EDUCATION

University of Wisconsin-Milwaukee  
Bachelor of Science Information Science & Technology  
Graduated: 2010

General Assembly  
Immersive Web Development  
Sept. 2017 - Dec. 2017