PAUL GELOT

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EXPERIENCE

IT Field Technician (Contractor) @ Uber
November 2018 - Present

- Employed by Milestone Technologies, working on-site at Uber troubleshooting Mac and Windows software and hardware for end users through service desk walk-ups, chat, and Jira
- Set up mobile phone, MDM, email, and VPN access for users via secure company network
- Responsible for solving issues, driving enhancements, and improving support for all IT related functions on a day-to-day basis

IT Support Technician @ Spring
January 2018 - November 2018

- Sole individual responsible for the management and troubleshooting of company IT resources in an office of over 200 users
- Organized and implemented company's current technical onboarding policies and methods
- Provided updates to company knowledge base and technical documentation; providing users with training when needed

Associate Tech Ops. Engineer @ Tigerspike
April 2016 - August 2017

- Provided support to users in areas including: Mac OS (OS X), Windows, networking issues, and mobile devices
- Served as administrator of the office's IT systems and SaaS applications including: the office network, Windows Server 2012 R2, Adobe Creative Cloud, and G-Suite
- Ensured that data backups to Amazon Web Services (AWS) S3 were successful and recoverable
- Used AWS Trusted Advisor to ensure that security best practices were followed

Support Technician @ Astreya (on-site at Google)
June 2014 - April 2016

- Monitored service ticket queue and process tickets based on priority to user's satisfaction
- Maintained the inventory and deployment initiatives of IT assets in order to help keep over 5,400 users productive at Google's second largest U.S site.
- Serviced video conferencing equipment; handling inspections, deployment, and replacement
- Imaged and provisioned workstations and laptops with Windows, OS X, and Ubuntu corporate images using PXE on a network share

EDUCATION

Per Scholas
Part-time Python Summer 2018 Course

General Assembly
Web Development Immersive | September - December 2017

University of Wisconsin-Milwaukee
Information Science & Technology B.S.

SKILLS

macOS | Windows 7 & 10 | ChromeOS | Ubuntu (basic proficiency) | G-Suite (Google Apps) | Git | OneLogin | Atlassian Suite (Jira & Confluence) | Zoom Video | Service Now | Zendesk | Active Directory | Munki | Office 365