PAUL GELOT

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EXPERIENCE

Tigerspike   *April 2016- June 2017*
Associate Technical Operations Engineer
- Provided support to users in areas including: Mac OS, Windows, mobile devices, and network troubleshooting
- Served as administrator of the office's business applications including: Google Suite, Dropbox, Adobe Creative Cloud, and Office 365
- Managed technical on-boarding, by providing new hires with computers, new accounts, and any other additional hardware
- Educated new hires on company technical policies and use of conference rooms
- Implemented an asset management solution for the tracking of mobile devices
- Updated company knowledge base and tracked software licenses

Astreya Partners (on-site at Google)   *June 2014- April 2016*
Support Technician
- Handled workstation imaging and set up for new hires
- Monitored service ticket queue and process tickets based on priority to user's satisfaction
- Maintained the inventory and deployment initiatives of various assets in an office of over 4,500 users
- Serviced and maintained over 700 video conference spaces; conducted inspections, deployment, and replacement as necessary

Pratt Institute   *May 2013- June 2014*
Scanning Technician
- Calibrated computer workstation, scanners, and printers on a regular basis
- Supported the preparation and transfer of student files into imaging software
- Ensured indexing of records was correctly completed
- Reviewed document for image quality and organized scanned documents within database

New York Society Library   *November 2012- May 2013*
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- Helped library members resolve printer and e-mail issues
- Helped printer and copier errors
- Prepared newly acquired library materials prior to placement in collection
- Maintained organization of the library's collection

EDUCATION

Bachelor of Science
Information Science & Technology
University of Wisconsin-Milwaukee

TECHNICAL SKILLS

Operating Systems: Mac OS, Windows (7, 8.1, 10), Server 2008 R2, Server 2012 R2
Applications: Microsoft Office 365: (Word, Excel, Powerpoint), Outlook, Acrobat, Illustrator
Other: Active Directory, G-Suite (Google Apps), Jira, Confluence, Slack, Service Now
Certifications: CompTIA A+