

# PAUL GELOT

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## EXPERIENCE

### Tigerspike

#### Associate Technical Operations Engineer

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 assets and applications including: the office network (Ubiquiti), Windows Server 2012 R2, Adobe Creative Cloud, and Office 365
- Ensured that data backups to Amazon Web Services (AWS) were successful and recoverable
- Used AWS Trusted Advisor to ensure that security best practices were followed
- On-boarding of new hires with computers, provision of new accounts, and any additional hardware
- Responsible for implementing an asset and inventory management solution for the tracking of mobile devices
- Updated company knowledge base and provide users with training when needed

### Astreya Partners (on-site at Google)

#### Support Technician

June 2014 - April 2016

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

### Pratt Institute

#### Scanning Technician

May 2013 - June 2014

- 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

#### Page

November 2012 - May 2013

- Helped library members resolve computer errors
- Fixed printer and copier issues
- Prepared newly acquired library materials prior to placement in collection
- Accessed library database to track location of inventory

## TECHNICAL SKILLS

Operating Systems: Mac OS, Windows 10, Server 2008 R2, Server 2012 R2

Applications: Microsoft Office 365: (Word, Excel, Powerpoint), Outlook, Acrobat, Slack

Development: HTML/CSS, JavaScript

Other : Active Directory, G-Suite (Google Apps), JIRA, Confluence, Service Now

## EDUCATION

Bachelor of Science

**Information Science & Technology**

*University of Wisconsin-Milwaukee*

**Immersive Web Development**

September 2017 - December 2017

*General Assembly*