Gio **Meneses**

SENIOR IT SUPPORT SPECIALIST · IT NERD

Chicago, Illinois

📱 (+01)786-624-7130 | ✉ giomeneses42@gmail.com | 🐙 giomeneses | in giomeneses | He/Him

Senior IT Support Specialist with 12+ years managing systems, supporting users, and a penchant to tinker.

Work Experience

Civis Analytics
Chicago, IL

SENIOR IT SUPPORT SPECIALIST & IT SUPPORT SPECIALIST — *October 2018 - Present*

- Using various AWS services, I deployed a self-hosted Snipe-IT instance to keep track of assets throughout their life-cycle
- Crafted a zero touch provisioning process using DEPNotify allowing new hires to unbox their new machine with no input from IT
- Following FedRAMP controls I manage and optimized two Okta environments along with all the accompanying SSO apps
- Create/Update scripts, packages, and policies for a macOS environment using Jamf
- Lead new hires through our biweekly IT on-boarding sessions to finalize account and laptop setup
- Manage Google Meet conference rooms and expanded the AV capabilities of the Chicago/DC offices
- Manage/Support SaaS apps like Okta, G Suite, Slack, Jamf, Box, GitHub, DockerHub, CircleCI, Office 365, and SentinelOne
- Implement and manage Jira ServiceDesk for internal and external support teams
- Participate in a round robin support queue for internal support tickets, alongside project work
- Managed stock of laptops and worked with procurement to order new stock on a regular cadence

Uptake
Chicago, IL

AV SUPPORT ADMINISTRATOR & IT SUPPORT ADMINISTRATOR — *August 2016 - October 2018*

- Managed and run monthly company all hands events as well as monthly leadership team meetings
- Managed 60+ Zoom conference rooms alongside all the Zoom user accounts
- Researched and designed a mobile AV rig that I used for internal and external events
- Researched, and acquired hardware to record the CEO's podcast
- Trained all new hires on all the AV solutions that we used in the company
- Attended Infocomm the premiere Pro-AV convention in 2017, and 2018 and brought back knowledge to implement new hardware and solutions
- Provided IT and AV support to the company during a time of rapid growth from about 400 employees to 800
- Provisioned laptops and on-boarded about 20 new hires every two weeks
- Provided executive support to VIP users which included the CEO and other C level executives

Northwestern University
Chicago, IL

TECHNICAL SUPPORT SPECIALIST & USER SUPPORT REPRESENTATIVE — *October 2013 - August 2016*

- Provided remote and onsite IT support to around 5000 faculty and staff in a secure HIPAA environment across multiple buildings on campus
- Created new documentation with Confluence to lower the amount of ticket escalations
- Responsible for providing IT and AV support to Executive MBA students, faculty, and staff on class weekend
- Completed weekly, monthly, and annual maintenance on all campus equipment which included classrooms, study group rooms, and common areas
- Acted as interim senior IT consultant during a period of transition
- Worked with Senior IT leadership to replace the aging Ricoh printers and replaced them with a new Canon fleet of printers
- Administered the VOIP telecommunications system for the campus

Education

Apple Certified Support Professional
Chicago, IL

10.11 MAVERICKS — *2016*

Miami Dade College
Miami, Florida

A.A COMPUTER INFORMATION SYSTEMS — *2015*

Skills/Tools

SaaS/Management Tools	JAMF, G Suite, SentinelOne, Code42, Okta, Slack, GitHub, Jira, Confluence, Zendesk
Operating Systems	macOS, Ubuntu/Linux, Windows & WSL2
Development	Bash/Zsh, Git, Markdown, Python, regex, YAMl
DevOps	AWS, GCP, Docker, Ansible, CircleCI, Pulumi
Languages	English, Spanish, Google
For Fun	Mini Painting, Sim Racing, Photography, Board games

For Fun

Homelab Servers *Chicago, IL*

ProxmoxVE/RasberryPi *2020 - Present*

- Using Ansible and Docker-Compose I manage my ProxmoxVE server that runs my home automation and simple website
- Pi-Hole server that functions as my local DNS and DHCP server
- RasberryPi running OctoPi server that manages 3D printer allowing for remote management of print jobs