

Gio Meneses

SENIOR IT SUPPORT SPECIALIST · IT NERD

Chicago, Illinois

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Summary

Senior IT Support Specialist with 12+ years of professional IT experience managing systems, and software while supporting people with humility and integrity. I am curiosity-driven and enthusiastic about all things tech & have experience in performing various roles such as - Systems Administrator, IT-Help Desk Support, AV Administrator and Sound Engineer. During my career I have had the opportunity to learn and work with various tools, services, and methodologies. Among others - Jamf, Okta, AWS, GCP, DockerHub, GitHub, CircleCI, Ansible, Jira(agile sprints) and Confluence.

Work Experience

Civis Analytics

Chicago, IL

SENIOR IT SUPPORT SPECIALIST & IT SUPPORT SPECIALIST

October 2018 - Present

- Developed and maintain an automated CircleCI pipeline to sync Jamf policies and the associated code with GitHub to create a single source of truth
- Sped up a key Ansible playbook by 85% that saved the IT and DevOps teams 15 minutes per run when creating VPN accounts
- Using various AWS services(such as ACM, EC2, ELB, Security Groups, Route53), 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 little to no input from IT
- Following FedRAMP controls I manage and optimized two secure Okta environments along with the accompanying 130+ SSO apps
- Develop and maintain scripts, pkgs, and policies for a macOS environment using various tools/languages like Vim, Jamf, Autopkg, Bash and Python
- 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 and DC offices
- Manage/Support SaaS apps like Okta, G Suite/GCP, Slack, Jamf, Box, GitHub, DockerHub, CircleCI, Office 365, and SentinelOne
- Implement and manage Jira ServiceDesk projects for multiple teams which includes support queues for internal and external customers
- Participate in a round robin support queue for internal support tickets, while serving as an escalation point for junior team members
- Manage inventory of laptops, iPads, consumables, and licenses while working with procurement to order/renew on a regular cadence

Uptake

Chicago, IL

AV SUPPORT ADMINISTRATOR & IT SUPPORT ADMINISTRATOR

August 2016 - October 2018

- Managed and ran 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 were 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
- Was 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

10.11 MAVERICKS

Chicago, IL

2016

Miami Dade College

A.A COMPUTER INFORMATION SYSTEMS

Miami, Florida

2015

Skills/Tools

SaaS/Management Tools	JAMF(Pro, Connect, Protect), 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, TravisCI, Pulumi
Languages	English, Spanish, Google
Hobbies	3D Printing, Mini Painting, Sim Racing, Photography, Board games

For Fun

Homelab Servers

PROXMOXVE/RASBERRYPI

Chicago, IL

2020 - Present

- Using Ansible and Docker-Compose I manage my ProxmoxVE server that runs my home automation and simple website
- Pi-Hole server that that blocks Ads and internet tracking while also functioning as my local DNS and DHCP server
- RaspberryPi running OctoPi server that manages 3D printer allowing for remote management of print jobs