

Gio Meneses

SENIOR IT SUPPORT SPECIALIST · IT NERD

Chicago, Illinois

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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

- Crafted a zero touch provisioning process using DEPNotify and JAMF 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, policies for a macOS environment using JAMF
- Provision new hire accounts and laptops, following that I lead an onboarding session to finalizing account, laptop, and mobile setup
- Manage Google Meet conference rooms and expanded the AV capabilities of the Chicago office
- Manage/Support services like Okta, G Suite, Slack, Jamf, Box, Github, Dockerhub, CircleCi, Office 365, 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

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 onboarded 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, SentinelOne, Code42, Okta, Slack, GitHub, Jira/Confluence, Zendesk
Operating Systems	macOS, Ubuntu/Linux, Microsoft Windows
Programming	Bash, Python, YAML, Markdown
DevOps	AWS, GCP, Docker, Ansible, CircleCI
Languages	English, Spanish, Google
For Fun	Mini Painting, Sim Racing, Photography

For Fun

Homelab Servers

PROXMOX/RASBERRYPI

- Headless Proxmox server running various linux VMs alongside docker containers that I manage via ssh and Ansible
- Managing a Pi-Hole server that functions as my local DNS and DHCP

Chicago, IL

2020 - Present