

Gio Meneses

IT MANAGER · IT NERD

Chicago, Illinois

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Summary

As an IT Manager with over 15 years of professional IT expertise, I am deeply passionate about orchestrating systems, software, and people. My leadership style is grounded in humility and integrity, fostering a supportive environment where teams thrive. Throughout my career, I've worn various hats, including roles as a Systems Administrator, IT Support Specialist, AV Administrator, and Sound Engineer. I approach challenges with curiosity and a tech-minded perspective, while ensuring successful project management, team leadership, and technical implementation.

My toolkit includes a wide range of tools and services, of which, I have expertise in Jamf, HexnodeMDM, Okta, Clover, AWS, GCP, DockerHub, GitHub, CircleCI, Ansible, Jira/Confluence.

Work Experience

Outfox Hospitality (Foxtrot Market merged with Dom's Kitchen & Market)

Chicago, IL

IT SYSTEMS MANAGER

February 2024 - April 2024

- Led IT integration projects between both companies which utilized internal resources resulting in an estimated cost savings of \$40,000
- Spearheaded the migration project which transitioned all users and emails from Microsoft 365 to Google Workspace
- Managed a team of 3 which ensured the smooth operation of 600+ user devices, 100+ point-of-sale devices, and the accompanying network infrastructure
- Responsible for End User Computing, Store Infrastructure, and Cybersecurity across both Foxtrot and Dom's Kitchen & Market combined 34 stores
- On-boarded approximately 300 employees onto a unified IT system which enhanced collaboration within the newly combined company
- Coordinated the necessary steps and processes as the company closed its operations, minimizing disruptions and ensuring compliance

Foxtrot Market

Chicago, IL

IT SYSTEMS MANAGER

February 2023 - February 2024

- Achieved monthly cost reduction of \$6,000 by strategically implementing cost-cutting measures and renegotiating contracts
- Oversaw the design, procurement, and seamless integration of IT hardware infrastructure, enabling the opening of 9 new stores in 2023
- Architected and managed HappyFox ticketing system which streamlined communication and issue resolution across 8 teams and 5 departments
- Managed IT hardware and infrastructure across 33 stores in 3 regions - Chicago, DMV, and Texas
- Using KnowBe4 I designed and conducted targeted simulations to enhance employee awareness and Cybersecurity vigilance
- Revamped on/off-boarding procedures which streamlined orientation processes and automated administrative tasks, resulting in improved efficiency and employee experience
- Facilitated the transition of all technology assets within a commissary to a new owner-operator, ensuring continuity and minimal disruption of the operation

Civis Analytics

Chicago, IL

SENIOR IT SUPPORT SPECIALIST & IT SUPPORT SPECIALIST

October 2018 - November 2022

- 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
- Develop and maintain scripts, pkgs, and policies for a macOS environment using various tools/languages like Vim, Jamf, Git, Bash, and Python
- Following FedRAMP & SOC 2 controls I administer and maintain two secure Okta environments along with the accompanying 130+ SSO apps
- Manage/Support SaaS apps like Adobe CC, G Suite/GCP, Slack, Jamf, Box, GitHub, DockerHub, CircleCI, Office 365, and SentinelOne
- 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
- 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, software licenses, and other consumables while working with procurement to order/renew on a regular cadence

Uptake

AV SUPPORT ADMINISTRATOR & IT SUPPORT ADMINISTRATOR

Chicago, IL

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

TECHNICAL SUPPORT SPECIALIST & USER SUPPORT REPRESENTATIVE

Chicago, IL

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), Kandji, G Suite, SentinelOne, Code42, Okta, Slack, GitHub, Jira, Confluence
Operating Systems	macOS, Ubuntu/Linux, Windows & WSL2
Development	Bash/Zsh, Git, Markdown, Python, Regex, Vim, 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/RASPBERRYPI

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 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

Hobbyist Photographer

FUJIFILM X-T5 & X100F

Earth

2014 - Present

- XF 16-80mm F4, XF 35 F2, Vivitar 55mm F2.8 AutoMacro
- Self hosted portfolio at photos.meneses.dev