

# 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

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### Civis Analytics

Chicago, IL

SENIOR IT SUPPORT SPECIALIST & IT SUPPORT SPECIALIST

October 2018 - Present

- 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, policies for a macOS environment using JAMF
- Lead newhires through our biweekly IT onboarding sessions to finalize account and laptop 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

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### Apple Certified Support Professional

Chicago, IL

10.11 MAVERICKS

2016

### Miami Dade College

Miami, Florida

A.A COMPUTER INFORMATION SYSTEMS

2015

## Skills/Tools

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<b>SaaS/Management Tools</b>	JAMF, G Suite, SentinelOne, Code42, Okta, Slack, GitHub, Jira/Confluence, Zendesk
<b>Operating Systems</b>	macOS, Ubuntu/Linux, Microsoft Windows
<b>Programming</b>	Bash, Python, YAML, Markdown
<b>DevOps</b>	AWS, GCP, Docker, Ansible, CircleCI
<b>Languages</b>	English, Spanish, Google
<b>For Fun</b>	Mini Painting, Sim Racing, Photography, Boardgames

## For Fun

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### Homelab Servers

PROXMOX/RASBERRYPI

- Using Ansible and Docker-Compose I manage my ProxmoxVE server that runs my homeautomation and simple website
- Pi-Hole server that functions as my local DNS and DHCP server

*Chicago, IL*

*2020 - Present*