
JOHN GEDDES

IT Specialist

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Professional Summary

IT Specialist with 3+ years of experience in IT-adjacent technology roles, managing and supporting a wide range of IT solutions in corporate and educational environments. Proficient in utilizing platforms and technologies such as ServiceNow, Cisco, Crestron, and Microsoft Teams to deliver seamless and efficient IT services. Skilled in providing white-glove service to executive clientele, ensuring the highest level of satisfaction and prompt resolution of technical issues during critical operations and meetings.

Area of Expertise

- IT system management
- Excel for Data Analysis
- End-User Training
- VBA Macro Dev.
- Wi-Fi Networking
- Teams Administrator
- Tech Documentation
- Troubleshooting
- Mac & Windows support
- White Glove Service
- Vendor Coordination
- ServiceNow Ticketing

Education

2019 – 2023 | Loyola University of Chicago

Bachelor of Science | Major in Computer Science Minor in Philosophy

Representative for Student Government for the Computer Science Department.

Work Experience

Kirkland & Ellis

Audio Visual (A.V.) Technology Specialist | March 2024 - June 2024

- Developed and implemented over 50 VBA macros to automate Excel sheets which functioned to do data transfers and room testing in Excel, enhancing operational efficiency by over 23%, and reducing manual errors by 47%.
- Installed, setup, and coordinated over 200 conference rooms for customer meetings with technology including but not limited to Cisco and Crestron systems, Shure microphones, and Projectors, integrating support for Zoom, Microsoft Teams, and WebEx to ensure a smooth and professional experience.
- Performed training for End-Users and professional peers alike on new office features and Excel sheet functionalities, improving user adoption and client satisfaction.
- Worked closely with the IT department to troubleshoot and enhance technological functionalities, resulting in a 33% increase in network speed for T-Mobile users as well as employee satisfaction in the corporate environment.

Loyola University of Chicago

Audio Visual (A.V.) Technician | January 2021 – May 2023

- Managed and facilitated over 15 multipurpose spaces at Loyola as well as outdoor events using advanced AV technology, ensuring high-quality execution and attendee satisfaction.
- Partnered with IT Services to maintain and upgrade AV equipment, significantly enhancing campus technology capabilities and user experience, as well as improve many Wi-Fi services for the community spaces.
- Operated and maintained analog technology, mixers, and projectors, providing expert troubleshooting and repair during critical campus events.
- Configured and troubleshooted Microsoft Teams, Zoom, and Crestron systems for over 100 video presentations and conferences, ensuring seamless campus-wide communication and reducing technical issues by 20%.

Certificates in Progress/Completed

- MySQL Bootcamp Oct. 2023
- Q-sys level 1 in progress
- Avixa CTS cert. in progress
- Dante level 1 in progress
- Salesforce Admin in progress

Technical Skills

Excel, VBA Macros, Q-sys Mapping, Javascript, Java, Python, React.js, HTML/CSS, React Native, SQL, ServiceNow