

PATRICK GANNON

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I.T. SUPPORT AND OFFICE SERVICES COORDINATOR

Over 25 years of I.T. Help Desk Support and Employee Software Training (Remote and In-Office). Quickly and independently learns new software and procedures. Highly organized multi-tasker with an eye for detail. Resourceful and able to proactively anticipate needs and provide solutions. Self starter, ability to work independently. Warm and approachable team player with strong interpersonal skills, maturity, professionalism, and ability to handle confidential matters with utmost sensitivity.

AREAS OF EXPERTISE

HTML and CSS, WordPress, MS Office (Outlook, Word, Excel, Power Point), Libre Office, Mitel Phone System Administrator, PC Hardware Repair, PDF creation and editing (Adobe Acrobat and Nitro), Familiar with Adobe Photoshop and GIMP.

PROFESSIONAL EXPERIENCE

I.T. SUPPORT, MCKENNA STORER - Chicago, IL

1995 to August 2023

Began as part-time mail room clerk and, after years of dedication and reliability, steadily earned increased responsibility culminating in the position of I.T. Support and Office Services Coordinator, whose responsibilities included:

- Provide I.T. Help Desk support, both in-person and remotely via Telephone, Quick Assist and Zoom, for all Firm Software and Internet Programs including, but not limited to: Outlook, Word, Excel, Power Point, Federal and Circuit Court Electronic Filing Systems, virus and malware issues, as well as all phone and Voice Mail issues
- Create detailed Step-By-Step training instructions, complete with screenshots, for email, web, and PDF formats
- Test and create Bug Reports in the creation of the firm's in-house Dev Express based Docket Database program
- Webmaster -Create and maintain Firm Intranet (HTML/CSS) and Internet (WordPress) websites
- Maintain Firm Mitel Phone System and currently GoToConnect VOIP System (adding/removing new users, Voicemail Setup, inter-office moves, record and schedule all Firm Holiday Greetings) as well and train new users on phone and voicemail procedures
- Assist I.T Manager in all Network Management Issues including: Upgrade and maintain all Network Server hardware and OS Systems, Network User Account Management, and Installation of all Firm Software and Security Updates (Currently Windows Server 2019 and Windows 10)
- Build PCs and replace bad PC hardware (Hard Drives, Memory, CPU, Mother Boards) and all computer peripherals
- Maintenance and upkeep of all Network Printers
- Facilitate all Firm Social Media Platforms (Facebook, Twitter, LinkedIn, Google Business Profile and Bing Listings)
- Maintain Xerox Copiers and Network Scanning Setup
- Maintain Firm Database for Onsite and Offsite File Storage and Record Keeping
- Coordinate and schedule Firm Conference Call and Zoom Accounts
- Assisted in the opening of suburban offices and office location move of main Chicago office. (Phone, Network and Copiers)

OFFICE SERVICES COORDINATOR, MCKENNA STORER - CHICAGO, IL

1989 TO AUGUST 2023

- Implement and communicate office procedures, processes, and policy
- Maintain office seating, network and phone charts
- Oversee Mail Room and Court Clerk functions
- Maintain contracts, as well as review and approve invoices, for firm vendors (Office Supplies, Copiers, Phones, Online Firm Listings)
- Coordinate with HR and Office Manager to onboard and off-board employees
- Participate in as-needed special projects

EDUCATION

Columbia College

Bachelor of Arts

Art Institute of Pittsburgh (Online)

Web Design Diploma