GABRIEL JONES

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WORK EXPERIENCE

Middle Georgia Regional Library   **July 2019 – Present**
IT Technician   *Macon, GA*

- MGRL is a seven-county library system with 17 branches and 150 regional employees.
- I provide tier 1-3 technical support fielding ~50 requests per month.
- Local Admin for PINES integrated library system, Google Workspace, & Cisco Meraki Cloud environments.
- Configures, deploys, and maintains inventory of 500 Windows & 200 Chrome OS & 5 MacOS devices.
- Provides network support for each branch's LAN, and collaborates with ISPs during network changes, including Fortigate firewall configurations and hardware upgrades.
- Implemented a new ticketing platform (osTicket) on a Unix web server, and a Windows Server for automated backups (Veeam), DHCP, and printing.
- Manages the website, hosted by the University System of Georgia. Led team in migration of 65 webpages from Wordpress to Revize. Created an internal knowledgebase for staff onboarding, forms, and resources. Collaborates with University System of Georgia for DNS changes.
- Administer patron-facing software systems including time and print management (Envisionware/ Princh), public computer management (Clean Slate, RebootRestoreRx), self-check and RFID systems (Bibliotheca).
- Develops purchasing plans and equipment allocation spreadsheets. Assists IT Director in writing technical documents, including grants and RFPs, to ensure compliance & secure funding.
- Provide routine cybersecurity training to staff and attend industry expos, including the GPLS Tech Boot Camp, where I have given a keynote presentation on OPSEC & phishing prevention.

Freelancing   **September 2019 – Present**
Frontend Web Development   *Remote*

- Implements and customizes content management systems such as Wordpress & Wix.
- Creates responsive and user-friendly websites using HTML, CSS, & JavaScript.
- Utilizes GitHub for version control, managing codebase changes.
- Facilitates clear client communication and project management.

Chick-Fil-A, Inc.   **March 2016 - June 2019**
Team Leader   *Macon, GA*

- Excelled in various roles, earned a leadership position & trained staff to company protocols.
- Consistently prioritized exceptional customer service and resolved issues efficiently. Worked closely with team members to ensure smooth daily operations.

EDUCATION

Mercer University   **August 2015 - May 2019**
Bachelor of Arts, Computer Science   *Macon, GA*

- Minor in Computer Science, Minor in Business Administration
- Cyber Defense Team (Windows Server/Active Directory spec.)

SOFTWARE, SKILLS, & INTERESTS

- **Software:** Windows Server, Linux, MacOS, MSOffice, Google Workspace, Google Cloud Console, Google Chrome Admin, Wordpress, VMware Workstation, VirtualBox, Veeam, Adobe Creative Cloud
- **Skills:** Powershell & Python automation, Group Policy, IIS, Apache
  Customer service, teamwork, adaptability, self-motivated
- **Interests**: Photography, online gaming, 3D printing, *Terminator*