

## GIDEON ALLON MAYHAK

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### WORK EXPERIENCE

#### **James Madison University**

*IT Training & Development Coordinator*

November 2016 – Present

Develop and deliver hands-on training for Microsoft Office and other university applications for faculty and staff of all levels. Create and maintain eLearning and department websites. Provide software support for faculty and staff. Collaborate with other departments to assess needs and develop customized training.

#### **Renaissance Learning**

*Technical Support Specialist*

June 2011 – May 2016

Acted as liaison between Engineering and Development and Technical Support departments to identify, define, and resolve software defects. Provided final tier of support for escalated customer inquiries. Developed and delivered training for technical support representatives. Created and maintained customer-facing documentation. Traveled to customer locations to provide on-site support and training.

*Senior Technical Support Representative*

December 2010 – June 2011

*Technical Support Representative*

June 2008 – December 2010

Provided technical support for customers via phone, chat, and e-mail channels. Worked with Quality Assurance to test software updates and ensure successful deployments. Installed and maintained CentOS-based server for internal QA application. Trained, mentored, and assisted technical support representatives. Provided feedback on software documentation.

#### **Mid-State Technical College**

*IT Technician*

February 2006 – May 2008

Performed hardware and software installations and upgrades for the entirety of the college campus. Inventoried computer and electronics equipment. Provided technical support for faculty and staff. Trained new student technicians.

### RELEVANT EXPERIENCE

*Lead Video Technician at Calvary Baptist Church*

August 2007 – April 2016

Recorded and edited Sunday services for broadcast on local public access channel. Coordinated and ran video, audio, and projection systems for special events. Provided recommendations for equipment upgrades and supervised installation. Created original video content for use with special programs and youth group productions. Provided training and mentorship for youth volunteers.

#### *Systems and Software*

Over 10 years experience installing and maintaining Fedora- and CentOS-based systems, including traditional LAMP setups, both for work and personal use. In-depth knowledge of Windows and Microsoft Office, alongside familiarity with macOS, iOS, and Android. Strong preference for Free Open Source Software in personal life, and a desire to promote and support the use of FOSS.

### EDUCATION

#### **Mid-State Technical College**

*Associate Degree, IT – Network Specialist*

May 2008

*Associate Degree, Computer Electronics*

May 2007

### AWARDS

Graduated with Honors, Mid-State Technical College [Final GPA: 3.5]

REFERENCES UPON REQUEST