

GIDEON ALLON MAYHAK

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WORK EXPERIENCE

MBOA Technology Co-operative Inc

IT Consulting Services

July 2023 – Present

Providing support for the JMP phone service and the broader Extensible Messaging and Presence Protocol (XMPP) community. Building partnerships for the advancement of Free Open Source Software (FOSS).

Northwood Technical College

Academic Support Technician

August 2021 – May 2024

Managed records for program, adult basic education (ABE), and high school equivalency (HSED) students. Delivered orientations for new HSED students. Supported faculty and staff across the college. Managed collegewide data tracking for the Academic Support department. Coordinated and supervised peer tutoring.

James Madison University

IT Training & Development Coordinator

November 2016 – May 2021

Developed and delivered hands-on training for Microsoft Office and other university applications for faculty and staff of all levels. Created and maintained e-learning and department websites. Provided software support for faculty and staff. Collaborated with other departments to assess needs and develop customized training.

Renaissance Learning

Technical Support Specialist

June 2011 – May 2016

Senior Technical Support Representative

December 2010 – June 2011

Technical Support Representative

June 2008 – December 2010

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. Worked with Quality Assurance to test software updates and ensure successful deployments.

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

Coordinated and ran video, audio, and projection systems for Sunday services and 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 15 years experience installing and maintaining Linux-based systems both for work and personal use. In-depth knowledge of Windows and Microsoft Office, alongside familiarity with macOS, iOS, and Android.

EDUCATION

Mid-State Technical College

Associate Degree, IT – Network Specialist

May 2008

Associate Degree, Computer Electronics

May 2007

REFERENCES UPON REQUEST