John Geddes

Technical Lead / IT Manager
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SUMMARY

Technical lead who mentored five Level 1 technicians at Discover and now trains The Aspen Group's five-person IT team in AV. Built Census, the asset management platform 36 people there use each week.

SKILLS

Leadership: AV training for a five-person IT team, mentoring Level 1 technicians, escalation paths, system standards
Delivery: Neat and Q-SYS room upgrades, asset process design, Census rollout, Accruent EMS, ServiceNow
Technical: Q-SYS, Crestron, Neat, Microsoft Intune, Jamf, TypeScript, React

WORK EXPERIENCE

Senior Audio Visual Engineer
The Aspen Group (TAG) · Chicago, IL — Sep 2025 to Present

- Train and technically lead TAG's five-person IT team in AV, including escalation paths and system standards.
- Ran the room upgrades: **four Neat meeting rooms, a Neat and Q-SYS boardroom, and six divisible training rooms** for 120+ people.
- Designed the IT asset processes, then built and rolled out Census: 36 people use it each week, and it **gives back about 314 hours a month**.
- Support TAG's C-Suite and other executives directly on AV, endpoints and connectivity.

Audio Visual Specialist II
Discover · Chicago, IL — Feb 2025 to Sep 2025

- Led and mentored a team of five Level 1 technicians.
- Balanced break/fix across 568+ meeting rooms at six locations against installation and programming projects.
- Built the team a room-check app and an inventory tool in Power Apps and Power BI.

Audio Visual Technician Tier 2
Abbott · North Chicago, IL — Oct 2024 to Feb 2025

- Worked with facilities, executive assistants and event staff to configure and integrate Accruent EMS so **event scheduling matched how teams booked rooms**.
- Serviced 160+ meeting rooms across five Chicago-area sites and kept AV assets current in the ServiceNow CMDB.

AV Support Specialist
Kirkland & Ellis · Chicago, IL — Mar 2024 to Jun 2024

- Led staff demonstrations of new Excel and Office features, which **raised adoption**.

Audio Visual Technician
Loyola University Chicago · Chicago, IL · Part-time — Jan 2021 to May 2023

- Ran AV for six or seven campus events a week, coordinating with IT Services on maintenance and upgrades.

EDUCATION

Loyola University Chicago
Bachelor of Science in Computer Science, Minor in Philosophy
Student Government representative for the Computer Science department.