

Bennett Speir

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Work Experience

Jones Day

Miami, FL

Technology Support Services (TSS/IT) Specialist

February 2026–Present

- Resolve technical issues for the Firm's 50+ attorneys and staff across hardware, software and network systems, delivering timely support and ensuring proper escalation and follow-up on all issues.
- Develop and maintain documentation on troubleshooting procedures for end-user technical incidents and service requests, streamlining issue resolution across firm applications.
- Lead firm-wide WiFi access point expansion initiative, coordinating with outside vendors and completing weekend installations to minimize disruption to office operations.
- Manage end-to-end AV support for 100+ hybrid meetings, partner presentations and high-profile client events, including equipment setup, platform management and live troubleshooting.
- Conduct technology orientation for 30+ newly hired attorneys and staff, ensuring smooth onboarding by setting up workstations, building laptops, configuring accounts and maintaining network security.
- Plan and facilitate high-level client-facing and internal meetings, managing all logistical details to ensure seamless execution for firm partners, key stakeholders and important firm guests.

Support Services Assistant

August 2022–January 2026

- Supported core office functions, including reception relief, mail and fax services, photocopying and budget tracking, while maintaining a clean, organized facility.
- Provided interdepartmental assistance beyond assigned duties, proactively training under TSS leads to expand technical capabilities while demonstrating reliability and professionalism.
- Set up conference rooms and coordinated catering and beverage service for meetings and events, ensuring a polished, professional experience for guests.

Sinclair Marina

Milledgeville, GA

Dockhand and Cashier

June 2021–July 2022

- Delivered customer support across multiple service lines of high-volume business including rentals, fuel dock operations, scheduling, invoicing and point-of-sale systems.
- Coordinated with leadership regarding staff scheduling, system updates, equipment preparation, rental management and operational troubleshooting.

Technical Skills

- **Hardware and Infrastructure:** AMX, Cisco conference room systems, Clickshare, Xerox and HP Printers, Shure microphones
- **Operating Systems:** Windows 10 and 11, MacOS, iOS/iPadOS
- **Software and Tools:** Office 365, ServiceNow, Adobe Acrobat, MDM (InTune), Duo MFA, 1Password, Remote Desktop Protocol (RDP), Cyberark, Webex, Teams, Zoom (conference and softphone), Citrix
- **Legal/Enterprise Systems:** iManage (cloud and desksite), PS Ship, EMS

Education

Georgia College & State University

August 2020–December 2021

Milledgeville, GA

Key Strengths and Accolades

- Identify urgent needs, strategically prioritize tasks, coordinate resources and drive projects to timely and successful completion.
- Steady in fast-paced settings, adapt well to shifting priorities and ensure accuracy in all tasks from logistics to client-facing operations.
- Co-captain, club tennis team, Georgia College.
- Captain, varsity swim team, North Atlanta High School.