Bennett Speir

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Professional Experience

Jones Day **Miami, FL**

Technology Support Services (TSS/IT) Specialist **February 2026–Present**

- Serve as the office's primary on-site technical support contact, handling 20–25 support requests each week across hardware, software, networks, and mobile devices for 50+ attorneys and staff while escalating issues as needed and following them through resolution.
- Develop and maintain troubleshooting documentation for end-user incidents, service requests, and firm applications to standardize support procedures and improve consistency in issue resolution.
- Led the deployment of additional Cisco wireless access points throughout the office, coordinating with the vendor, validating connectivity, and completing after-hours installations to minimize business disruption.
- Deliver end-to-end AV support for 100+ hybrid meetings, partner presentations, and high-profile client events, including equipment setup, platform management, and live troubleshooting.
- Onboard 30+ new hires annually, including summer associates, incoming associates, lateral attorneys, and staff, by conducting orientations and provisioning workstations, laptops, accounts, and security tools.
- Manage scheduling, room readiness, and stakeholder requirements for high-level client-facing and internal meetings, ensuring seamless execution for firm partners and 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 an organized, client-ready office environment.
- Cross-trained with TSS leadership for two years, expanding technical capabilities and providing backup technical support during staff absences.
- 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 rentals, fuel and dock operations, scheduling, invoicing, and point-of-sale systems in a high-volume environment.
- Coordinated staff scheduling, system updates, equipment preparation, rental management, and operational troubleshooting with leadership.

Technical Skills

Hardware & AV	AMX; Cisco conference-room systems; ClickShare; Xerox and HP printers; Shure microphones
Operating Systems	Windows 10/11; macOS; iOS/iPadOS
Support & Security	Microsoft 365; ServiceNow; Microsoft Intune (MDM); Duo MFA; 1Password; CyberArk; Cisco ISE; RDP; Citrix; Aternity
Collaboration	Cisco Webex; Microsoft Teams; Zoom Meetings and Zoom Phone
Legal & Enterprise	iManage Cloud and DeskSite; PS Ship; EMS; Adobe Acrobat

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.
- Remain steady in fast-paced settings, adapt well to shifting priorities, and ensure accuracy across technical support, logistics, and client-facing operations.
- Co-captain, Club Tennis Team, Georgia College.
- Captain, Varsity Swim Team, North Atlanta High School.