

# Mitchell Gits

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IT support specialist with hands-on helpdesk, systems, and operations experience across Windows, macOS, and Linux. Built a company's support pipeline from the ground up and resolved the majority of its tickets. CompTIA A+ certified (Network+ in progress, CCNA planned), with a self-hosted homelab spanning virtualization, networking, and containerized services.

## Technical Skills

|                             |  |
|-----------------------------|--|
| SYSTEMS                     | Windows, macOS, Linux  |
| VIRTUALIZATION & CONTAINERS | Proxmox VE, Docker, Portainer  |
| NETWORKING                  | Tailscale (VPN), AdGuard Home (DNS), Cloudflare Tunnel, OpenWrt, SMB, IP / ports / port forwarding |
| REMOTE ACCESS               | Windows Remote Desktop (RDP), Sunshine / Moonlight   |
| SELF-HOSTED                 | Jellyfin, Immich, Ollama, SearXNG, lighttpd  |
| PRODUCTIVITY                | HubSpot, Google Workspace, Microsoft 365, Slack, Monday.com  |
| HARDWARE                    | Built a custom desktop PC from parts; printer and AV / meeting-room setup                          |

## Experience

**Operations & Technical Support Specialist** Mar 2026 to Present  
Spokenote · Fishers, IN

- Own HubSpot helpdesk operations end-to-end as the top ticket resolver on a five-person team, closing 46 tickets in five months.
- Provide hands-on technical support across company hardware, software, operating systems, and workplace technology.
- Built reporting dashboards surfacing ticket volume, source, category, and response time.
- Support security, compliance, and IT onboarding and offboarding across multiple departments.

**Project & Office Assistant** Jun 2025 to Mar 2026  
Spokenote · Fishers, IN

- Built the company's first HubSpot support pipeline, replacing an untracked support@ inbox with tracked ticket intake and reporting.
- Configured Brother, Epson, and Zebra printers and wrote employee setup documentation.
- Set up and supported hybrid meeting rooms: cameras, microphones, and displays.
- Served as the front-desk first point of contact for visitors and customers.

**Marketing & Sales Operations Intern** Aug 2024 to Jun 2025  
Spokenote · Fishers, IN

- Built and maintained outreach contact lists, researched industry events, and proofread company communications.

## Homelab & Projects

Repurposed a Dell Alienware 17 R3 into a Proxmox VE host running an Ubuntu Server VM with a Dockerized service stack (Jellyfin, Immich, Ollama, SearXNG). Secure remote access over a Tailscale mesh VPN; configured network services on GL.iNet / OpenWrt routers (AdGuard Home DNS filtering, Cloudflare Tunnel, Wake-on-LAN). Self-host this portfolio on a GL.iNet Flint 3 via lighttpd and Cloudflare Tunnel.

## Education

Graduate Certificate, Human-Computer Interaction · Luddy School, IU Indianapolis 2025  
B.S. in Business, Kelley School (triple major: Business Management, Human Resource Management, International Studies); Minor in Game Design & Development, IU Indianapolis 2024

## Certifications

CompTIA A+ (certified) · CompTIA Network+ (in progress) · CCNA (planned)

## Athletics

NCAA Division I Cross Country & Track, IU Indianapolis. Team Captain, Horizon League Newcomer of the Year, and multiple-time First Team All-Horizon League, with repeat Academic Honor Roll selection.