

John Genovezos

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Profile

- Technical Consultant with a wide range of technical skills from API Integration, Workato middleware, SQL scripting and Python Development.
- Involved in pre-sales consulting to help improve customer experience and support the Sales team.
- Skilled at communicating to a wide range of people. Capable of understanding business processes and procedures.
- Able to develop trust within a team and fellow colleagues.
- I was able to develop process and procedures to improve customer and colleague experiences.
- Team Leader with multiple years of experience in managing Technical, Payroll and HR Consultants Nationally.

Experience

SNR TECHNICAL CONSULTANT, CLICKUP - 2022-PRESENT

- Currently provide custom integrations with ClickUp and other systems using API's and Middleware.
- Fluent in Workato, Zapier, Make and Python to build recipes for API integrations.
- Involved in Scoping calls with Account Executives and Project Managers to scope and quote Custom Integrations.
- Build together with customers Discovery documentation for work to be done as part of the integration project.
- Manage Integration Project time and customer expectations using ClickUp
- Use ClickUp to accurately measure my time on project and utilisation.
- Build repeatable integrations that can be reused with multiple clients
- Build custom ClickUp to ClickUp integrations that can be used to enhance the native functionality of ClickUp.
- Help put together a Return on Investment Calculator to help Account Executives with Integration Sales

TECHNICAL CONSULTING MANAGER, THE ACCESS GROUP (PRIOR JUN 2021 - SAGE) - 2017-2022

- Look after the Technical, Payroll and HR consultants nationally.
- Helped build the technical team from one person to a team of three and increasing productivity by hiring motivated people.
- Developed and distributed training to new team members.
- Improved business practices and procedures to streamline business processes.
- Implemented a new category of packages that helped improve the customers experience and also increased revenue.
- Increased teams utilisation from 50% to 70% by minimising the admin work needed to be done.
- Assisted fellow team leaders in increasing their teams utilisation by providing feedback from my experiences.
- Helped my manager to hire, train and support a new team when a new product was introduced into the Australian market.
- Conduct performance review and have also been entrusted in distributing bonuses and pay increases.
- Have done multiple LinkedIn Learning (Previously known as lynda.com) Courses to help improve and develop my skills further as a team leader.
- Involved in pre-sales consulting by helping customer's understand our technical requirements and support demoing our product .

SENIOR TECHNICAL CONSULTANT, SAGE SOFTWARE - 2007-2017

- Involved in working with external clients to help implement MicrOpay's software into their environments.
- Assisted with making API calls to MicrOpay for client 3rd parties. Developed a python script that allowed 3rd party software to interact with our API with CSV files when the 3rd party could not connect to the API directly.
- Involved in working with client Active Directory and networking environment to help improve our software performance and process. Help implement and teach backup solutions in Microsoft SQL.
- Develop custom SQL scripts to create Reports for clients needs.
- Increased speed for clients SQL environments using indexing techniques. Involved in installing and managing Microsoft SQL databases.
- Developed SQL integration with MicrOpay software and 3rd party vendors. Involved in pre and post sales consulting.
- Trained new staff and clients in product knowledge. Explained complex software issues in easy-to-understand terms.

- Developed excellent teamwork by building trust by encouraging and listening to colleague ideas and sharing information. Involved in testing new software updates within MicrOpay and at clients sites.

HELP DESK / DESK SIDE SUPPORT ANALYST, MERCK SHARP & DOHME - 2004-2007

- Managing the team when the team leader is not available. Using a Global Database to record and edit support information on various users.
- Developing procedures to record and action asset repairs.
- Designing, testing and implementing a VPN fix for our Sales database that is now used globally.
- Participating in the transfer and implementation of the help desk to a global level.
- Testing and implementing a role out process for new hardware for approximately 200 users.
- Testing and helping implement a new Siebel system on the end user level.
- Training all new recruits and Managers in the Sales department. Helping in the support of a new Cisco VOIP System. Using various administration tools to resolve user account issues.
- Using excellent communication tools to manage staff. Developing excellent relationships between departments using excellent customer service skills.

HELP DESK ANALYST, TELETECH - 2004-2004 (6 MONTHS)

- Using communication skills to problem solve IT related issues.
- Translated customer understanding of problems to results and problem resolution.
- Controlled customer issues and complaints to resolve problems.
- Documented customer problems and result for easy to understand follow-ups.
- Used strong customer service skills to help customers understand and resolve problems.
- Tested and advised customers on how the problems occur and the result.
- Guided customer with easy to follow instructions to improve performance.

Education

- Workato - Cert Basic, Intermediate & Advanced - 2023
- ClickUp - Cert Basic, Intermediate & Advanced - 2023
- Managing Up - LinkedIn Learning - 2019
- Transitioning from Individual Contributor to Manager - LinkedIn Learning - 2017
- Learning PRINCE2 - LinkedIn Learning - 2017
- Learning Python - LinkedIn Learning - 2015
- 10776 - Developing Microsoft SQL Server 2012 Databases – DDLS, 2014
- 10774 - Querying Microsoft SQL Server 2012 - DDLS, 2013
- 2151 - Networking Essentials for Windows 2000 - EXCOM, 2003
- 2152 - Microsoft Windows 2000 Professional and Server - EXCOM, 2003
- 2126 - Managing a Microsoft Windows 2000 Network Environment - EXCOM, 2003
- 1572 - Microsoft EXCHANGE 2000 Implementation and Administration - EXCOM, 2003
- Microsoft Certified Professional - EXCOM, 2003
- Microsoft Certified System Administrator - EXCOM, 2003
- A+ Hardware Support Skills - EXCOM, 2003
- A+ Operating System Support Skills - EXCOM, 2003
- Bachelor of Science (Microbiology, Pathology) - University of Sydney, 2000
- HSC - De La Salle College, 1995

Skills

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| • Workato | • Python |
| • Zapier | • SQL 2012 and above |
| • Make | • Microsoft Office |
| • People Management | • Browser Support |
| • Recruitment, Onboarding | • IIS |
| • Training | • Active Directory |
| • Project Management | • Windows Server 2012 and above |
| • API Push and Pull | |

References

Available upon request