

# DYLAN DIMAYUGA

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## Summary & Objective

Graduated from University of Illinois at Chicago with a baccalaureate degree in Rehabilitation Sciences. I was introduced to the technology aspects later in my college studies while working at UIC Computer Science Department. After working at various Information Technology related positions, I decided to further my knowledge by taking an IOS app development bootcamp that taught how to create, design, and market apps.

## Education

### **BACHELOR'S DEGREE | MAY 2019 | UNIVERSITY OF CHICAGO AT ILLINOIS (UIC)**

- Major: Bachelor in Rehabilitation Science
- Minor: Disability and Human Development
- Volunteered with the Assistive Technology Unit of the College of Applied Health Sciences
- Participated with Cultural Activities and FundRaising and Health Care related clubs

## Professional

### **IT SERVICE DESK SUPPORT ANALYST | UNITED AIRLINES | FEB 2020 - PRESENT**

- Provide first-level customer service support for United Airlines system related problems worldwide, which operates 24x7. Assist United employees on issues pertaining to hardware and software, by troubleshooting and resolving customer workstations issues, iPhones devices, iPads devices, iOS applications, Cisco Programs, Citrix, Aero, Shares, Office Products, network system, printer issues, any other PC related and distributed systems problems. Troubleshooting using current knowledge documents provided, ticket creation when unable to resolve issues to escalate to the next level of support, written communication skills to document problems and resolutions, ability to actively listen, communicate and analyze system problems effectively. Having the ability to use professional phone etiquette to provide a strong user interface with customers while maintaining the overall goal of excellent customer service.

### **IT HARDWARE TECHNICIAN | INSIGHT ENTERPRISE, INC | AUG 2019 – FEB 2020**

- My main responsibility requires configuration of hardware including desktops, laptops,

mobile devices, and servers. In respect to the hardware, I would deploy images and customize software based on provided work instructions. Along with that, I would identify and troubleshoot system hardware problems, perform Quality Control inspections, and provide Labs Management with reports that include daily and/or weekly productivity. Other tasks consist of maintaining and protecting client's assets, including spare parts, client-supplied products, loaners, tools, test equipment and report issues to Management as appropriate. This includes, problems exceeding commitments with regards to response time, lack of spare parts, training, or any client satisfaction issues.

### **IT COMPUTER OPERATOR AIDE | UNIV OF CHICAGO | AUG 2017 – MAY 2019**

- Helped maintain and managed the UIC computer science faculty and student lounge all year round. Specifics to issues and problems that may occur with staff, with students, with lab computers, or with the lounge in general. During the summer, I assisted with re-image of the PC and worked on the hardware of computers that were used by both teachers and students. I also helped maintain and manage all of our campus computers, kept inventory of everything owned by the IT department and I learned about networking and software IT as well. I worked independently in an efficient and effective manner and I utilized my strengths in communication, customer service skills, time management, and organizational skills to exceed the job expectations and requirements.

### **Skills**

- While working, I have finished taking an IOS Developer course to learn how to create, design, and market an iOS application through the use of Xcode and other iOS related programs/features. <https://www.udemy.com/course/ios-13-app-development-bootcamp/>
- After completing the IOS course, I have decided to further my skills taking courses on Java with the goal of getting Java certified by the end of it.