Brian Moreno

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WORK EXPERIENCE

Morgan, Lewis & Bockius LLP   **October 2022 - Present**
Technology Support Analyst   *Chicago, Illinois*

- Provided IT assistance to all staff in the Chicago MLB office (*legal staff, associates, and partners*) including offsite help in trials in Chicago and other major U.S. cities.
- Responsible for local Level 2 support tickets. This includes local hardware support, active directory group management, elevated permissions if needed, and any other tickets that can't be solved by the help desk (*level 1 techs*).
- In charge of all AV meetings/equipment (*scheduling, reaching out, starting, troubleshooting, etc*) and new hire onboarding (*laptop, profile, desk setup, etc*).

Lawndale Christian Health Center   **February 2020 – September 2022**
IT Support Technician   *Chicago, Illinois*

- Maintained a high level of customer service via incoming calls and emails regarding hardware and software problems on a daily basis, including on-call hours when necessary.
- Installed, configured, tested, maintained, monitored, and troubleshooted end user workstation hardware *(Desktops, Laptops, Printers, Phones),* software *(Windows 10, EMR),* networked peripheral devices (*TV's, Cameras, AV equipment),* networking hardware products *(Switch installs, Access Points).*

UL LLC   **June 2018 – August 2018**
IT Intern   *Northbrook, Illinois*

- Worked on the Automated Test Framework of ServiceNow using tools like JavaScript and basic HTML to make the update cycle more efficient.
- Tests include making sure certain website functions on the IT portal worked correctly when users submit tickets, asking for certain equipment, etc.
- Tests had to be automated one by one and once completed results had to be put into an excel file describing what was accomplished or what failed. I finished with over 90 tests passed.

EDUCATION

Northeastern Illinois University   **May, 2019**
Bachelor of Science, Computer Science   *Chicago, Illinois*

- 3.32 / 4.0 GPA
- Coursework: Java I & II; Client-side & Server-Side Web Development; Data Structures; Algorithms; Mobile Application Development; Operating Systems; Computer Networks; Database Management, Java, Python, HTML, CSS, PHP, MySQL

Harold Washington College   **May, 2017**
Associates of Science   *Chicago, Illinois*

- 3.0 / 4.0 GPA
- Coursework: General Studies

SKILLS & INTERESTS

- **Technology:** JIRA, Citrix, O365, Exchange, Windows 10/11, Windows Server, MacOS, AD, Mitel, VMware, Meraki, SCCM, iManage, HP Printers, Avaya, Intune, Teams, WebEx, Cisco, Windows AP, ServiceNow