

# Eduardo Delira

Chicago IL 60608

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## Education

**DePaul University**, Chicago IL

Bachelor of Science in Information Technology, March 2017

GPA 3.8/4.0

## Relevant Coursework

Advanced Application Development  
Software Project Management

Web Development  
Data analysis

Object-Oriented Programing  
Content Management Systems

## Technical Summary

**Languages familiar with** Ruby on Rails, Python, HTML, CSS, JavaScript, PHP, SQL

**Operating Systems:** Windows, Linux

**Experience:** Active Directory, Software troubleshooting, LAN/WAN, Jira, Hardware Assembly and Maintenance, Single-board Microcomputers (Arduino, Raspberry Pi)

## Experience

**Rico Enterprises** *Chicago, IL*  
*Technician*

September 2013 – Present

- Deployed and serviced Big Belly Trash Compactors
- Installed network switches / access points at Midway Airport and provided network support at Chicago's Merchandise Mart
- Demonstrated the use and application of Raspberry Pi to teachers to implement into class lectures

**Uber** *Chicago, IL*  
*Uber Driver*

May 2013 – June 2017

- Safely provided a ride sharing service via an application in Chicago
- Provided superior customer service with a sense of urgency, safety and kindness

**Boingo** *Chicago, IL*  
*Data Collector*

June 2016 – July 2016

- Communicated with public to volunteer time for data collection survey
- Input results into system for interpretation and results reporting

**Guaranteed Rate** *Chicago, IL*  
*Systems Support Administrator*

June 2017 – September 2017

- Diagnose, troubleshoot and resolve a range of software, hardware and connectivity issues. Excel in asking probing questions and researching, analyzing and correcting problems.
- Promptly respond to help desk tickets submitted into Jira while simultaneously answering urgent phone calls regarding technical issues a user might have.
- Write batch files to automate solutions for reoccurring problems.