# John Bernad

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## CAREER

**Fresenius-Kabi** Franklin Park, IL *February 2022 to current*

- Applied expertise to enhance safety, quality, productivity, and capacity in the production environment.
- Provided support and minimized downtime to maximize production.
- Stayed up to date on training and compliance requirements.
- Developed innovative software for handling serialization data.

**Jewel-Osco** Franklin Park, IL *February 2019 to February 2022*

- phone support as well as onsite support for component-level repair for retail and backstage support.
- Set up hardware and install and configure software and drivers.
- Maintain and repair technological equipment or peripheral devices.
- Troubleshoot system failures or bugs and provide solutions.

**Tesla Inc.** *Fremont, CA July 2018 to December 2018*

- coverage of the production process, including rapid response to defective processes to maximize output.
- Maintain and help develop up-to-date maintenance and calibration procedures and schedules.
- Trial new parts and processes before the implementation of new devices.
- Maintain and repair technological equipment or peripheral devices.

**Wilson Keadjian Browndorf, LLP.** *New York City, NY 2017 to 2018*

- Monitor Service Desk for tickets assigned to the queue and process first-in first-out based on priority.
- Helping end users with issues related to their accounts or computers, such as resetting passwords or troubleshooting technical problems.
- Escalate Network hardware issues and service questions to appropriate representatives.
- Maintaining a database of all users in the organization and their respective rights and privileges within the network.

## CERTIFICATIONS

**ITP Certification**
Issued by the Information Technology Professionals Examination Council

## EDUCATION

**Bachelor of Science in Information Technology**
La Salle University

## SKILLS

JavaScript, React.js, Node.js, HTML5, CSS, PHP, Python, VBS, C#.NET, PostgreSQL, MySQL, React Native, WebSockets, REST API, Swift, Git, Adobe Illustrator/Photoshop, Computer Hardware Servicing, Network Configuration, Active Directory, Troubleshooting, Technical Support