

John Bernad

Chicago, IL

email: johnbernad6@gmail.com

mobile: (707)342-3998

CAREER

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

- Applied engineering expertise to enhance safety, quality, productivity, and capacity in the production environment.
- Managed projects, analyzed processes, resolved issues, and improved efficiency.
- Oversaw capital projects while also providing technical support.

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, SQL, JSON, PostgreSQL, WebSockets, Rest API, Swift, Git, Adobe Illustrator/Photoshop, Computer Hardware Servicing, Network Configuration, Troubleshooting, Technical Support