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## IT Consulting with ReliableSolutions7.com

Offering strategic IT solutions to Chicagoland businesses for over 11 years.

Notable projects include:

### Motorola Mobility, Chicago, IL – Lab PC Specialist

- Optimized lab computer performance; updated software tools including MTS TestSuite, ImagePro, Vic-2D 6, Vic-3D 7, ProAnalyst
- Managed computers and accessories in ME-Lab; utilized National Instruments data acquisition systems (DAQ), IR cameras, load frames, Dynamic Mechanical Analysis systems, power meters, etc.
- Evaluated hardware integrations and software features for Motorola mobile phones; conducted troubleshooting and debugging before product release.
- Supported Director of Engineering and senior professionals with smart-hands tasks and technical errands.
- Guided procurement decisions; assessed vendor capabilities for specialized equipment and peripherals.
- Trained new and existing staff on lab equipment and software tools.

### Windows 7 Migration – Service Technician

- Migrated systems from Windows XP to Windows 7; restored settings, mapped network drives, and handled administrative tasks.
- Engaged in desktop database migration in a corporate setting.
- Teamed up with project management for hardware/software troubleshooting, installation, and upgrades.

### UBS Windows 7 Deployment – Service Technician

- Executed Windows 7 migration for a corporate clientele.

### Nordstrom POS Install – Installation Technician

- Managed installation of Fujitsu Point of Sale systems; oversaw recycling of retired systems in a commercial setting.

### Healthcom Inc – Emergency Medical Device Installation

- Orchestrated installation and configuration of Carelink Medical devices; provided orientation for customers.

### CITES Help Desk - Support Consultant

- Troubleshooted software and hardware for university students, staff, and faculty for walk ins, helpdesk chat, and incoming emails & tickets.
- Assisted with email and user account issues such as permissions, passwords

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### Technical Support Skills

- Operating Systems: Windows, Mac, Linux
- Desktop & Laptop Hardware & Software Support
- POS System Expertise
- Mobile Device Support: Android & iOS (Smartphones & Tablets)
- Installation and networking configuration for Emergency Medical Alerting Devices

### Education

University of Illinois Urbana-Champaign, B.S. Molecular and Cellular Biology, 2011