

<p align="center">NOLAN MCINTYRE</p>

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Highly resourceful technical professional with a strong foundation in hardware systems support, process improvement, and complex troubleshooting. Leverages hands-on experience from an IBM Systems Support Apprenticeship to perform failure analysis, implement corrective actions, and optimize system configurations. Proven ability to apply continuous improvement principles (Lean, Six Sigma, Kaizen) and interpret electrical schematics to enhance equipment performance and reliability, making an immediate impact in a production test environment.

- **Test & Troubleshooting:** Hardware & Software Troubleshooting, Failure & Root Cause Analysis, System Configuration & Qualification, Electrical Schematics, PCB & Soldering, Test Equipment Support
 - **Process Improvement:** Lean, Six Sigma, Kaizen, Continuous Improvement Tools, Corrective Action Planning, Process Optimization
 - **Systems & Software:** Linux (AIX, IBM i), Windows OS, VMWare, Network Administration, Microsoft Office Suite, Engineering Workflow Management (EWM)
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System Support Specialist IBM - Rochester, MN | 02/2024 to 02/2025

- Performed comprehensive hardware and software troubleshooting for over 200 IBM Power and Intel server systems, specializing in OS installation, storage configuration, and hardware swaps to minimize downtime.
- Applied continuous improvement principles to resolve critical system issues by conducting root cause analysis and implementing optimized configurations and fail-safe mechanisms.
- Drove process improvements by standardizing cable management and designing a new lab infrastructure blueprint, reducing setup time for new systems by several days and improving serviceability.
- Collaborated with cross-functional development teams to streamline problem-solving processes and implement corrective actions, increasing team efficiency and reducing support costs.
- Managed and resolved technical issues using an Engineering Workflow Management (EWM) ticketing system, ensuring timely support for remote and on-site engineering teams.

2025 IBM Technical Support Professional Certificate

2024 - 2025 IBM Systems Support Apprenticeship Certification IBM - Rochester, MN