Nolan McIntyre

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Resourceful and technically skilled professional with a strong foundation in system support, hardware troubleshooting, and electronics. Combines a formal IBM apprenticeship in technical support with hands-on experience interpreting electrical schematics, debugging PCBs, and performing root cause analysis. Proven ability to collaborate with cross-functional teams, maintain detailed technical documentation, and contribute to process improvement. Eager to apply problem-solving and technical skills to support production test processes as a Test Engineer at Benchmark.

- **Test & Troubleshooting:** Hardware & Software Troubleshooting, Root Cause Analysis, System Qualification, Technical Documentation, Corrective Action Implementation, Calibration Procedures
- **Hardware & Electronics:** Electrical Schematic Interpretation, PCB Debugging & Rework, Soldering, Component Selection, System Integration, Low-Voltage Systems
- **General & Software:** Cross-Functional Collaboration, Continuous Improvement Concepts, Attention to Detail, Independent Problem-Solving, Microsoft Office Suite, Process & Protocol Adherence

System Support Specialist | IBM | Rochester, MN *February 2024 – February 2025*

- Executed hardware and software troubleshooting for critical systems, performing root cause analysis to drive corrective actions and ensure optimal performance.
- Partnered with cross-functional engineering teams to diagnose complex system failures and contribute to configuration refinements for improved reliability.
- Developed and maintained detailed technical documentation for system configurations, support procedures, and issue resolutions to ensure process consistency.

Waiter Trainer | Texas Roadhouse | Rochester, MN *November 2017 – Present*

- Trained new employees on standardized operational procedures and service protocols, emphasizing high attention to detail and process adherence.
- Demonstrated strong interpersonal and communication skills in a fast-paced, team-oriented environment.

IBM Systems Support Apprenticeship Certification

- IBM Technical Support Professional Certificate

Associate's Degree Coursework

- Casper College (In Progress)