

NOLAN MCINTYRE

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Resourceful and hands-on hardware support specialist, leveraging a recent IBM Systems Support Apprenticeship to transition into a Test Engineer role. Proven ability in system assembly, hardware qualification, and component-level troubleshooting, demonstrated through extensive personal projects and practical lab experience. Eager to apply a strong foundation in electrical principles and a continuous improvement mindset to support production test processes and enhance product quality at Benchmark.

- **Hardware Testing & Diagnostics:** Test Equipment Qualification, System Bring-Up, Component-Level Troubleshooting, Root Cause Analysis, PCB Diagnostics, Soldering
 - **Systems & Configuration:** IBM Power & Intel Servers, System Assembly, OS Installation (Linux, AIX, IBM i), Network Configuration, Storage Configuration
 - **Technical Acumen:** Electrical Schematics Interpretation, A.C. & D.C. Circuit Fundamentals, Continuous Improvement Principles, Technical Documentation
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System Support Specialist (Apprentice) IBM - Rochester, MN | 02/2024 to 02/2025

- Executed hardware bring-up and initial functional testing for over 200 IBM Power and Intel servers, preparing systems for internal development and engineering teams.
 - Interpreted and followed detailed technical blueprints and schematics for system assembly and lab configuration, ensuring adherence to operational standards.
 - Collaborated with cross-functional development groups to diagnose and resolve complex hardware and software failures, minimizing downtime for critical engineering projects.
 - Validated system stability and performance post-maintenance, including component upgrades and patch application, to support ongoing testing schedules.
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Solar-Powered RC Drone

- Designed and built a remote-controlled plane from scratch, integrating solar panels to prolong flight time and an ESP32 camera to stream a live birds-eye view to a mobile device.
- Demonstrated practical knowledge of system integration, power management, and wireless communication protocols.

Train Table Controller Rebuild

- Re-engineered a complex train table controller by interpreting intricate electrical schematics to diagnose and resolve performance issues at the component level.
- Developed advanced, hands-on skills in PCB diagnostics and precision soldering to successfully repair and improve system functionality.

Custom Loop Water-Cooled Computer

- Assembled a high-performance, custom loop water-cooled PC, meticulously configuring components to optimize thermal performance and system stability.
 - Conducted comprehensive PC benchmark tests to measure and validate quality, achieving a 25% increase in system performance and a 30°C reduction in operating temperatures.
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2025 **IBM Systems Support Apprenticeship Certification** IBM

2025 **IBM Technical Support Professional Certificate** IBM

Associate of Science, General Studies (Coursework Completed) Casper College - Casper, WY