Brian Moreno

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WORK EXPERIENCE

Lawndale Chirsitan Health Center   **February 2020 – Present**
IT Support Technician   *Chicago, Illinois*
- Maintained a high level of customer service via incoming calls and emails regarding PC and/or hardware problems on a daily basis, including on call hours when necessary
- Installed, configured, tested, maintained, monitored, and troubleshooted end user workstation hardware, software, networked peripheral devices, and networking hardware products
- Maintained LCHC phone system, including configuration, assigning extensions, updating applications, removing extensions, and updating on-hold messaging system, using the Mitel software

UL LLC   **June 2018 – August 2018**
IT Intern   *Northbrook, Illinois*
- Worked on the Automated Test Framework of ServiceNow using tools like JavaScript and basic HTML to make the update cycle more efficient.
- Tests include making sure certain website functions on the IT portal worked correctly when users submit tickets, asking for certain equipment, etc.
- Tests had to be automated one by one and once completed results had to be put into an excel file describing what was accomplished or what failed. I finished with over 90 tests passed.
- The internship ended with a final presentation to the IT Director of UL explaining what I accomplished.

Northeastern Illinois University   **January 2018 - May 2018**
Student Tutor   *Chicago Illinois*
- Was scouted by professors to become a tutor for incoming freshman taking Programming I
- Tasks included looking over many homework assignments and quizzes, and answering any questions students had when it came to their work.
- Would often have to meet up with students on a twice a week basis, often providing help outside of sessions

EDUCATION

Northeastern Illinois University   **May, 2019**
Bachelor of Science, Computer Science   *Chicago, Illinois*
- 3.32 / 4.0 GPA
- Coursework: Java I & II; Client-side & Server-Side Web Development; Data Structures; Algorithms; Mobile Application Development; Operating Systems; Computer Networks; Database Management

Harold Washington College   **May, 2017**
Associates of Science   *Chicago, Illinois*
- 3.0 / 4.0 GPA
- Coursework: General Studies

SKILLS & INTERESTS

- **Relevant Skills:** Java, Python, HTML, CSS, JavaScript PHP, MySQL
- **Other Skills:** Basic computer troubleshooting skills; intermediate computer building; bilingual (Spanish speaker)
- **Interests:** Meeting new people; playing video games; avid movie/TV watcher; sports; building LEGO;