

Ian Hunter Walsh

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EDUCATION

Master of Science in Engineering

Mechanical and Manufacturing

ASU Ira A. Fulton Schools of Engineering

2018 – 2020

Bachelor of Science in Engineering

Automotive and Mechanical Systems

ASU Ira A. Fulton Schools of Engineering

2015 – 2019

SKILLS

SolidWorks CAD, Fusion 360, ARENA

Simulation, FEA, Lean Manufacturing,

Additive Manufacturing, Connected and

Automated Vehicle Technology, MATLAB

& Simulink, LabVIEW, 6S & Six Sigma,

Kanban, HyperDrive Vehicle Simulation,

Battery and Fuel Cells, Stress/Strain,

Atlassian Suite, Hand Tooling/Soldering,

Automotive Mechanics, JAMF, Intune,

Deployment Kit, Azure, MS Teams

CERTIFICATIONS

JAMF Certified Associate – 2023

CSWA SolidWorks Certification – 2018

Apple Certified (ACMT) – 2018

Apple Service Fundamentals – 2015

(40+ Apple Certifications) - 2015

RESEARCH

Grading System for Automated Vehicle Methodology:

Analyzing emerging automated vehicle technology like sensor hardware, vehicle ethics, laws on safety, statistics/analytics on manufacturability, etc.

Flexible Rechargeable Zinc-Air Batteries:

Analyzing solid and liquid electrolytes with efficiency and safety concerns in zinc-air battery technology

EXPERIENCE

Systems Operations Engineer 2

IQVIA | 2023 – Present

- Works with Infrastructure Services, Engineering Implementation Services, Cybersecurity, and other teams to provision and setup environments
- Monitors the health, operating efficiency and scalability of production, testing, and development environments across multi-million-dollar projects and clientele
- Manages all 100+ configuration profiles and policies within QA and Production environments within JAMF
- Using NexThink Monitoring for large scale device analysis
- Assessing new tools like MS Intune for Mac Management
- 2,000+ Mac devices with XCreds and Delinea implementations + MS Azure integration
- Assists in the development of automation scripts and best practice processes to minimize the human intervention for setting up, monitoring, scaling and updating environments
- Manages and trains engineering team of 4 on project goals, providing technical project coordination
- Primary focus on supporting internal/direct environments for IQVIA Health SaaS applications
- Duties may target monitoring of the cloud-based environments, setting up production, test and development environments
- Using Engineering Master's Degree level problem solving, engagement, and management of System Engineering team members

Site Support Engineer 2

IQVIA | 2021 – 2023

- 130+ team asset management
- Work with Mac (IOS) Developers to develop platform user rollouts for MacOS
- Using JAMF and Intune to manage user devices and platform failures
- Develop and maintain technical support documentation and training materials and assist in the development of standard operating procedures
- Participate on and lead global and regional platform projects including aiding all of North America development in Mac procedures
- Use statistical data for root cause analysis and perform risk management with internal outages

Genius

Apple Inc. | 2015 – 2021

- Certified to troubleshoot, diagnose, repair, and resolve comprehensive desktop, portable, and other Apple products and service issues
- Resolved 100+ unique hardware, software, and user-based customer issues weekly
- Mentored a 120+ person store team on accountability, technical expertise, and customer satisfaction
- Utilized CRM software with large to small businesses providing personalized solutions