

# 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

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

### Site Support Engineer 2

IQVIA | 2021 – Present

- IT Infrastructure and End User Platform Engineer
- 130+ team asset management
- Use key collaboration tools as communication vehicles (SharePoint, Webex Meetings, MS Teams, Atlassian Suite)
- Work with Mac (iOS) Developers to develop platform user rollouts for MacOS
- Using JAMF and Intune to manage user devices and platform failures
- Managing deployment of image profiles on PC and Mac using command prompt and terminal
- Delegate IT support tasks, provide training and advice to more junior team members and end-users
- 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

### Founder

Uprooted LLC | 2020 - Present

- Creating sustainable, economically friendly, and humanly safe herbicides
- Formulating herbicide solutions from scratch based on research and development while using lean principles for manufacturability and affordability

### 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