

# Leo Torquato

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## SUMMARY

BSEE with over 3 years of experience testing, optimizing, and supporting operations infrastructures for enterprise customers. Effective problem-solving aptitude, guided by systems thinking, complemented by leadership and initiative.

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## EXPERIENCE

**Systems Support Engineer**, Apkudo - Dallas, TX April 2022 to Present

- Provide comprehensive support for supply chain automation systems in the connected devices market.
- Conduct root cause analyses for advanced issues across servers, networking, and robotic components.
- Collaborate with cross-functional teams to assess and test new feature integrations, and identify process improvements across systems leveraging ML tools and data-driven decisions.
- Integrate on-premise hardware along with Linux server configurations to enable high-performance package validation workstations to perform simultaneous processes across multiple connected devices.
- Direct installation teams for workstation expansion projects, offering guidance on structural installation and networking leading to successful, on-time project completions.
- Implement and troubleshoot modular robotics systems, enhancing the accurate diagnoses of both the cosmetic and functional conditions of mobile devices and elevating operational stability.
- Engaged in New Product Introduction (NPI) and continuous development of the mobile device testing system by setting and fine-tuning system parameters to expand product coverage.
- Contribute to QMS documentation, formalized team training, and project/task management systems.

**Systems Support Specialist**, Apkudo - Dallas, TX July 2020 to April 2022

- Support supply chain automation systems covering initial product launches to ongoing expansion and feature integrations.
  - Effectively liaise with customers, driving resolutions for concerns and addressing development requests.
  - Conduct root cause analyses on electromechanical and network components across robotics, mobile devices, servers, networking equipment, web and mobile applications, and workstation components ensuring maximum reliability. Log systematically to understand and report trends.
  - Installing new systems, including OS imaging, application installation, and setup configuration.
  - Enhance productivity by scripting with Python and Bash. Streamlining various logging, reporting, alerting, and installation processes.
  - Adhere to quality and security processes, such as ISO 9001, ISO 27001, GRR, and 5S, fostering an organized and efficient work environment.
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## EDUCATION & CERTIFICATES

<b>B.S. in Electrical Engineering</b> (Minors: Biology, Mathematics), Central Michigan University	May 2019
Open Source Software Development, Linux, and Git Specialization, Linux Foundation	Sept 2022
Data Engineering With Google Cloud Specialization	May 2020
Cloud Architecture with Google Cloud Specialization	April 2020
IBM Artificial Intelligence Engineering Professional	Jan 2020

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## PROJECTS

**Freelance Web Developer** May 2019 to Dec 2022

- Administrating hosting through AWS and GCP, and website UI/UX design using WordPress.

**Embedded System Senior Design Project**, Morbark LLC Sept 2018 to Apr 2019

- Produced and delivered a cable harness testing solution that improved customer production efficiency.
- Designed the schematic, CAD, and PCB, meeting requirements for modularity and product serviceability.