

Giovanni Lostumbo

Over 20 years of experience in technical support and research

Savanna, IL 61074
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EXPERIENCE

CLEAResult, Remote — *Energy Efficiency Customer Support Specialist*

November 2023 – Present

Customer support for energy efficiency rebates and resources for energy efficiency upgrades

ClevrSun, Savanna, Illinois — *Solar Energy Consultant*

April 2023 – November 2023

Sales in Photovoltaic Installations for residential systems

Metform, L.L.C., Savanna, Illinois — *CNC Operator*

June 2022 – October 2022

CNC Operator for Automotive Parts- CNC Lathe - Transmission Gears

Alorica, Remote — *Customer Experience Agent*

April 2021 – July 2022

Processor of Unemployment Insurance Claims, Assisted callers with website issues and information

TekSystems, Schaumburg, IL — *Leveraged Help Desk*

July 2019 – July 2020

Provided technical support to clients such as Ameren Missouri & Illinois # Provided triage support during outages to Level 2 & 3

Support.com, Remote — *Remote Service Technician*

May 2013 – July 2019

Provided wireless networking support for Xfinity Internet, home and mobile devices

University of Illinois at Chicago, Chicago, IL — *Research Specialist*

February 2011 – July 2011

Ophthalmology research in corneal fibroblasts, anti-angiogenic factors, and metalloproteinases

University of Illinois at Chicago, Chicago, IL — *Research Technician*

August 2009 – August 2010 - mycobacterial culturing, biotechnology, proteomics, and fluorescence microscopy

Museum of Science & Industry, Chicago, IL — *Retail Sales Associate*

SKILLS

Android • SCCM • Software Troubleshooting • Technical Support • Network Support • Cloud Computing • LAN • Microsoft Windows • Citrix • Authentication • VMWare • Service Technician Experience • Mac OS • VPN • Technical & Remote Desktop Support, Customer Service • Microsoft Windows Server • Troubleshooting • Help Desk • Operating Systems • Mobile Devices • Active Directory

LANGUAGES

English – Native, Fluent
Italian – Native, Intermediate

Certifications

CompTIA A+ November 2010 to Present Credential ID: COMP001020176754

August 2008 – January 2009

Assisted customers with museum purchases and exhibit information

DePaul University, Chicago, IL — *Administrative Document Assistant*

April 2008 – June 2008

Administrative Document Assistant- Processed archived documents for electronic storage transfers, through Northbridge Staffing

H2O Plus, Chicago, IL — *Quality Assurance Technician*

July 2007 – February 2008

Sampled raw materials for laboratory testing and carried out GMP protocols, through Lab Temps

Northwestern University, Chicago, IL — *Laboratory Assistant*

May 2005 – August 2005

Oncology research internship - Worked on cytokine signaling in malignant cells, practicing cell biology and microbiology techniques

Brookfield Zoo, Brookfield, IL — *Lead Sales Clerk*

Summers 2001 – 2003

Managed and organized inventory and sales for 10 gift shops in Illinois' largest zoo Assisted patrons and trained new employees

EDUCATION

University of Illinois, Urbana-Champaign — *B.S. Molecular & Cellular Biology*

August 2002 - August 2006

Minor: Chemistry

J. Sterling Morton West High School, Berwyn, IL — *Diploma*

August 1998 - May 2002

LABORATORY SKILLS

Techniques used in microbiology and biochemistry, including Western blotting, gel electrophoresis, mycobacterial culturing, fluorescence staining and microscopy & spectrophotometry

PUBLICATIONS

"Power-first: Some thoughts on 'drowsy logic' chip design" — EE News Analog, 2024-02

"Analysis of phagosomal proteomes: From latex-bead to bacterial phagosomes" — PROTEOMICS, 2010-11

"Proteomic Analyses of a Variety of Intracellular Bacterial Species Infecting Different Host Cell Lines" — Current Proteomics, 2010-10