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Top Skills

IT Hardware Support
Wireless Networking
Customer Support

Publications

Job Search Success -- Your AI Toolkit

ChatGPT For Seniors

Jim Kallaugher

Home Tech Consultant | Setup, Troubleshooting & Training for Computers, Wi-Fi, Printers, Mobile Devices | A Boomer Helping Fellow Boomers in Middletown, CT
Middletown, Connecticut, United States

Summary

With decades of experience in IT support, I have shifted my focus to what matters most — helping everyday people understand home technology. Through Red Glen Electronics, I provide calm, step-by-step guidance that combines technical know-how with a human touch.

After working for years in the corporate, healthcare, and education sectors, I have slowed down to focus on personal projects and part-time work. I founded Red Glen Electronics as a trust-based, individual service to help Boomers confidently navigate home technology.

My background includes providing computer hardware and technical support, wireless networking, troubleshooting home networks, delivering customer support, training, and setting up devices for mobile phones and tablets. Today, I use those same skills to make digital technology easier to understand and less frustrating at home.

I offer help with everything from stubborn laptops and Wi-Fi networks that "just work" to coaching seniors so they feel confident using their devices.

Experience

Red Glen Electronics

Owner/Home Tech Consultant

January 2021 - Present (4 years 11 months)

Middletown, CT

- Volunteers at the Cromwell Senior Center offering free afternoon consulting, weekly by appointment ("Tech Tuesdays"), and conducting monthly seminars on relevant tech topics for seniors.

- Guides seniors through device setups and upgrades, reducing repeat calls with easy reference guides.
- Restores home Wi-Fi coverage in complex layouts, achieving 100% signal reliability after troubleshooting.
- Trains individuals and couples on everyday tech, leading to measurable independence (clients able to send photos, manage emails, and stream content without outside help).
- Manages a simple website and knowledge tools to support future growth opportunities -- www.redglenelectronics.com

Aetna, a CVS Health Company

IT Engineer/Consultant; (Contract); Sr. QA Distributed Engineer (Full-Time)

May 2009 - December 2020 (11 years 8 months)

United States

IT Engineer / Consultant (Sep 2016 – Dec 2020 · 4 yrs 4 mos)

- Provided Level 2/3 enterprise support for over 5,000 users during major infrastructure upgrades, reducing escalation backlog by 30%.
- Delivered personalized troubleshooting and customized training for executives, ensuring 100% uptime and seamless adoption of new tools.

Sr. QA Distributed Engineer / IT Consultant (May 2009 – Sep 2016 · 7 yrs 5 mos)

- Designed test cases, executed QA analysis, and authored documentation that cut post-deployment errors by 25%.
- Managed device and account provisioning during mergers and acquisitions, enabling smooth integration for thousands of users with no major access issues.

Glastonbury Public Schools

Technology ParaProfessional

August 2006 - May 2009 (2 years 10 months)

Glastonbury, Connecticut, United States

- Supported 300+ staff and students with device troubleshooting and training.
- Reduced classroom outages by 20% through proactive system maintenance.
- Designed and delivered hands-on staff training sessions that boosted teacher confidence in digital tools.

CERTIFICATIONS

- A+ Certified Hardware Computer Technician
- Microsoft Certified Professional (MCP)

Education

Central Connecticut State University

Bachelor of Arts (B.A.), Magna Cum Laude, English Literature & Letters; Minor Psychology