

# Robert Wilson, Field Service Technician

1515 Pacific Ave, Los Angeles, CA 90291, United States, (541) 754-3010, email@email.com

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Place of birth	San Antonio	Driving license	Full
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LINKS	<a href="#">Twitter</a> , <a href="#">Facebook</a>
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PROFILE	<i>Reliable Field Technician that can carry out the latest techniques to capture field data required for projects. Known for being competent when using and calibrating complicated equipment, being willing to work in ranging conditions, and understanding that overnight travel and work can often be required. Enjoys teamwork, specifically with a group that gets positive results from projects.</i>
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## EMPLOYMENT HISTORY

Jan 2020 — Present	<b>Field Service Technician, ABC Facilities Management</b>	Fatsa
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*Developed a system that made pulling up accounts a more seamless process, saving 2-5 minutes per customer.*

- Create daily service reports from projects
- Follow the company's orders
- Demonstrate skilled usage of equipment
- Troubleshooting customer problems
- Attend to all daily appointments
- Respond swiftly to customer queries
- Provide consultations for clients
- Give accurate equipment recommendations
- Offer service and customer assistance during site visits
- Stay organized
- Oversee all on-site installation, repair, and maintenance projects
- Identify faults or technical problems and find solutions

Jan 2017 — Jan 2018	<b>Field Service Technician, Goldish Electronics</b>	Wayne
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*Finished top 10% in Valley Technical Service Seminar in the country, gaining the Service Specialist title. This title helped our company obtain service parts at a discount from Valley's warehouse. Effectively maintained customer service relationships and copiers in 6 different locations.*

- Document all technical procedures
- Treat the company vehicle with caution and respect
- Follow organizational processes and protocols
- Follow up with the technical crew
- Predict customer needs and make helpful suggestions
- Build strong working relationships with customers
- Perform cabling, wiring, and basic routing skills
- Have an in-depth understanding of high and low-density fiber optical systems as well as copper and RF transport devices
- Implementation of secondary power distribution devices and fusing projects.
- Configuration, fixing, and data routing of switching mechanisms.
- Plan and prepare documents for the various systems
- Ensure the proper classification of all tools

Jan 2015 — Dec 2016	<b>Junior Technician, Kellogs</b>	Qarqin
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*Software configuration for controller I/O and interfacing of high-speed labelers, printers, and magnetic encoding on transport belts at 27,000 to 29,000 PC's per hour*

- Physical tasks include grasping, lifting, carrying, walking, seeing, hand-eye coordination, writing, speaking, and listening.
- Mental tasks include interpreting, analyzing, measuring, calculating, communicating, and reading.
- Being competent with lubrication, adjusting, aligning, calibrating, assembling, inspecting, and testing of food prep equipment
- Act as a safety role model, ensuring that others complete tasks safely and intervening when people are unsafe
- Perform administrative functions, such as writing procedural reports, ordering of materials, securing quotations, and filing/archiving data and documents
- Identifying and tracking any issues with an account and then taking steps to reach a resolution
- Installing, commissioning, servicing, and maintaining product lines following company guidelines and instructions

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## EDUCATION

Jan 2019 — Nov 2020	<b>Aircraft Maintenance &amp; Mechanic Training Program Aviation , Aviation Institute of Maintenance</b>	Philadelphia
	Relevant Coursework: Metallic & Non-Metallic Structures, Gas Turbine & Piston Power Plants, Thermodynamics, Communication Electronics, Instrumentation and Avionics, Propellers, Trouble Analysis, and Hydraulics and Pneumatics	
Jan 2016 — Dec 2018	<b>Bachelor of Computer Science, Purdue University</b>	West Lafayette
Nov 2020 — Nov 2020	<b>Associate in Science Degree, Thomas Edison State University</b>	Trenton

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SKILLS	Project Management & Optimization	Expert	Electrical	Expert
	Precise Data Capturing	Expert	Creative Problem Solving	Expert
	Database Management	Expert	Decision Making	Expert
	Servicing	Expert	Persistence	Expert
	Power Station and Switch Gears	Expert		

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HOBBIES                      Cycling, Mountain Biking, Running

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LANGUAGES                      English                      Native speaker                      Afrikaans                      Native speaker

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## COURSES

Nov 2020 — Nov 2020                      **Field Service Technician Certification, SCP, Online**