

Stephen Garcia

Field Service Engineer

PROFESSIONAL EXPERIENCE

2009 - 2013

JOY GLOBAL, INC.

Field Service Representative III

Commissioned and provided support for over \$50 million of equipment. Assessed OE and Rebuild equipment during manufacturing to ensure compliance and quality. Managed relationships with 16 customer sites, each housing a minimum of 5 pieces of equipment. Coordinated and/or provided machine service, both planned and emergency. Managed the quality program for the region. Administered all motor warranties for the region. Implemented multiple programs to improve reliability. Trained customers on a wide range of curricula.

Key Achievements

Promoted to top tier within 3 years. Assumed QA management over the region after only 6 months in position. Implemented a program that led to a 30% decrease in premature motor failures of a specific application. Successfully led the deployment of a large population of machines outfitted with a revolutionary proximity detection system.

2007 - 2009

HBSX

Field Service Engineer & Analyst

Serviced and supported 150+ pieces of equipment at 100+ customer sites. Factory refurbished equipment for resale to customers. Installed, configured, and commissioned equipment. Trained customers at their site, in groups and individually. Developed comprehensive networking and digital storage solutions to meet customer needs. Provided IT solutions for system integration.

2004 - 2007

GBC, INC.

Asst. Project Coordinator & Team Lead

Successfully led a 3-5 employee production team, consistently exceeding performance metrics. Developed and Maintained vendor and contractor relationships. Completed material take-offs for new contracts and maintained inventory levels. Sustained positive customer relationships. Administered the warranty process for the company.

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KEY STRENGTHS

Product Development	Troubleshooting
Preventative Maintenance	Machine Repair
Root Cause Analysis	Field Testing
Quality Assurance	KPI Analysis
Project Management	Account Management
Relationship Development	Technical Sales
Life Cycle Management	Commissioning
Complex Problem Solving	Team Leadership
Deductive Reasoning	Inductive Reasoning
Continuous improvement	Multitasking
Technical Presentations	Technical Training

TECHNICAL KNOWLEDGE

Machinery Specific	Control Systems, Logic Controllers (PLCs), AC/DC Motors, Motor Drives (VFD,SCR), Power Systems to 1000v, Mechanical Systems, Reducers, Gear Boxes, Hydraulic Systems, Conveyor Systems
Computer Specific	SAP, CRM, Access, GIT Database Administration, OpenOffice, Linux, Microsoft Windows, Microsoft Office Suite, PC Hardware & Support

EDUCATION

2002 **Web Development Programs**

President's List

Lehigh Valley College

2000 **Electrical Engineering Technology**

Hunterdon County Polytech