

# Stephen Garcia

*Maintenance Technician*

## PROFESSIONAL EXPERIENCE

2013 - PRESENT

### GCM SERVICES

#### *(Sub)Contractor, Consultant*

Design and develop high quality millwork and specialty projects for high end homes. Provide 100% project completion on time, while meeting timeline and budget requirements. Direct operations, manage staff, and mentor new mechanics. Generate estimates, quotes, and scopes of work. Create and review blueprints and drawings.

2009 - 2013

### JOY GLOBAL, INC.

#### *Field Service Representative III*

Commissioned and provided support for over \$50 million of equipment. Coordinated and provided installation, repair, troubleshooting, testing and analysis. Fostered relationships with customers, vendors, and contractors. Managed the quality assurance program for the business unit. Implemented multiple programs to improve reliability, through KPI analysis. Assessed equipment during manufacturing to ensure compliance and quality. Trained customers on a wide range of curricula.

#### *Key Achievements*

Reached top tier within 3 years. Assumed QA management role within 6 months in position. Implemented programs 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. 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. Analysed use cases and provided networked systems integration.

2004 - 2007

### GBC, INC.

#### *Asst. Project Coordinator & Team Lead*

Managed a 3-5 mechanic production team, consistently exceeding performance metrics. Fostered and maintained vendor, contractor, and customer relationships. Completed material take-offs for new contracts and maintained inventory levels. Administered the warranty process for the company.

2002 - 2004

### NORTHEAST DOCUMENT SERVICES

#### *Field Service Technician*

Supervised and Performed repair and maintenance work. Interpreted and validated technical issues, tested solutions, followed-up and escalated when necessary. Continued education, training and certifications to stay ahead of an evolving technical industry. Maintained detailed documentation through logging of support cases for client and internal use.

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## SUMMARY OF QUALIFICATIONS

- Performance driven, versatile technician with over 8 years of maintenance, troubleshooting, and service experience.
- Superior ability to install, commission, modify, and troubleshoot electronic, computer, mechanical, and hydraulic systems.
- Track record of exceptional service and support, enhancing overall efficiency and performance while reducing associated costs.
- Proven ability in overall project planning and execution; establishment of project criteria, scope and plans of action.
- Able to provide clear, exact documentation, and work safely following established guidelines.

## KEY STRENGTHS

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

## TECHNICAL KNOWLEDGE

Mechatronic:	Analog Control Systems, Digital Control Systems, PLCs (Allen Bradley, Siemens), AC/DC Motors, VFD and SCR Drives Power Systems to 1000v, Mechanical Systems, Reducers, Gear Boxes, Hydraulic Systems, Variable Volume Pumps, Conveyor Systems
IT/Computer:	SAP, CRM, GIT, SSH, Linux, Windows, OS X, Android, Active Directory, Exchange, Access, Word, Excel, Powerpoint, Outlook, Virtual Hosting, Web Development, Server Configuration, TCP/IP, Systems Security, Printers, PC Hardware and Peripherals, Network Devices, Smartphones