

JOSE A. JIMENEZ

SENIOR TECHNICIAN

Office equipment professional and IT copier related experienced technician with 28 years of experience. Customer service oriented. Received recognition by my peers and management for leading training and education on XEROX and Kyocera new products. Outstanding Troubleshooting expert with high production copiers, faxes, wide formats and network related to office equipment. Detail oriented and a self-starter, willing to train and be trained. Highly motivated to learn new ways to improve efficiency and technological knowledge. Willing to take on projects and see them through the end. Deep expertise on Kyocera, RICOH, XEROX, HP and many other brands.



PROFESSIONAL EXPERIENCE

**02/2014 to
PRESENT**

Senior Solutions Specialist

Solutions Yes, Portland OR,

- *Maintain office equipment at medical facilities, print shops, law offices, schools, police departments, county jails and other professional working environments.*
- Partner with management and team members to brainstorm new troubleshooting and fixing opportunities.
- Responsible for Maintaining an accurate record of usage.
- Self-manage customer base and relationships with customers.
- Provide new leads for sales and service opportunities.
- Seen as the go to technician for difficult problems with equipment and to perform complex fixes at customer locations.
- Install new software, test and update equipment.
- Effective time management; completed multiple competing priorities with critical deadlines.
- Responsible for onboarding new employees and serving as a mentor to existing teammates.



Contact

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Skills

Technical analysis

Training

Customer Service

MS Office

Operations management

Inventory Management

Customer retention

Recordkeeping

Quality Assurance

Project Management

Team building

03/2014 to
06/2012

Senior Technician

RICOH USA, Portland OR, OR

- Collaborated in the creation and lead the Green Room Project, that lead to a savings of 50% in cost and time. managed a team working in this department.
- Lead a team of 4 for the green room project.
- Tested and validated parts to be used in the field.
- Technician for set up, fax, mid and low volume, high volume and color copier technician.
- Asked by management to support new technicians in onboarding and training at all levels.

Spanish translation
Computer proficient



Spanish



TRAINING/CERTIFICATIONS

1994-09 -
1995-12

Portland Community College
Continuing Education/General studies

Portland Community College - Portland, OR

- KYOCERA/MITA** Certification
- XEROX** Certification
- RICOH** Certification
- HP** Training



VOLUNTEER

09-2016 to
Present

Providence Medical Group

Patient & Family Advisor for PMG Innovation

- Patient advocate by been the conduit between the administration, doctors and patients.
- Support PMG projects to enhance the patient experience.
- Project creation to help patient's awareness of options and programs available to them.