Elson Paul Real
Service Engineer

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Technically adept Service Engineer with experience supporting advanced systems including embedded platforms, robotics, and software infrastructure. Proven ability to diagnose, maintain, and improve complex electromechanical systems. Skilled in both hardware troubleshooting and software debugging in mission-critical environments. Strong communicator and team player with a passion for cutting-edge technology, robotics, and innovation.

TECHNICAL SKILLS

Programming & Scripting: Python, C++, Java, JavaScript, Dart, HTML, CSS, Bash
Embedded & Robotics Systems: WSL, PuTTY, system logs analysis, hardware-software integration
Cloud & Databases: MySQL, SQL Server, MongoDB, AWS, Google Cloud, Azure
Frameworks & Platforms: Flutter, TensorFlow, PyTorch, ReactJS, Flask, Django
Tools & Environments: Git, Docker, Bitbucket, Jira, Visual Studio, Ubuntu/Linux, WSL, PuTTY
Core Competencies: System troubleshooting, preventative maintenance, firmware/software updates, robotics systems support, Agile workflows, cross-functional collaboration

PROFESSIONAL EXPERIENCE

Service Engineering Technician, iCare, Fremont, CA   2024 – present
● Installed, configured, and maintained technical systems and equipment.
● Utilizing software applications to deliver the whole team's best experience.
● Provide remote diagnostics and log analysis using PuTTY, WSL, and Linux-based tools
● Diagnosed and resolved network and database-related issues to ensure optimal performance.
● Conducted routine maintenance, updates, and security enhancements.
● Assisted clients with technical support, documentation, and training.

Software and Service Operation Technician, Intuitive Surgical, Sunnyvale, CA   2018 – 2023
● Ensure availability of software and surgical embedded systems by troubleshooting problems and implementing solutions
● Resolve 15+ complex issues weekly by utilizing excellent communication skills to collaborate with cross-functional teams, escalate issues and identify solutions
● Improve performance by executing daily system and software maintenance and performance optimization
● Facilitate continuous improvement of products by providing technical documentation and feedback from the field
● Increase team productivity and efficiency by coaching and mentoring other technicians

ENGINEERING PROJECTS

Paulfolio Personal Portfolio Website
● Built a responsive portfolio website to showcase projects by building sitemap, wireframe and pages utilizing HTML, CSS and Javascript and Git for version management
● Improved user experience and user interface by implementing dynamic elements, smooth animations and contact form

MaHOMES Household Management Application
● Built responsive full-stack application to connect to smart home products by guiding app through the entire SDLC
● Created dynamic user interface and user experience by implementing user-friendly login system to track interactions and designing a responsive graphical user interface utilizing Python and MySQL

Catch Malara Mobile Game
● Designed and developed engaging mobile app for iOS and Android utilizing Dart and Flutter

EDUCATION

Bachelor of Science in Computer Science and Software Engineering, University of Silicon Valley   May 2023