

James Fultz

Technical Writer | Field Support Specialist

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With over two decades as a field technician, I've gained a deep understanding of embedded software, electronics, and complex troubleshooting, providing a strong foundation for translating intricate technical information into clear documentation. My career is now pivoting towards remote technology support and development, aligning perfectly with the demands of technical writing. My key strengths, including collaborative problem-solving, patience, and dedication, are directly applicable to researching, developing, and refining end-user product documentation and proposals. As a Marine Corps Veteran, I am adept at following detailed instructions and performing effectively under pressure, ensuring precision and timely delivery of high-quality written materials. I am eager to apply my diverse skill sets and continuously grow as a problem solver in a technical writing capacity.

Education:

2018 to 2020 Bachelor's of Science in Information Technology National University - La Jolla, CA

2011 to 2012 Technical Certification from UTI Marine Mechanics Institute - Orlando, FL

2010 to 2011 Associates of Arts in Liberal Arts and Sciences Pensacola State College - Pensacola, FL

1998 to 2001 H.S. Diploma in General Studies Mountlake Terrace High School - Mountlake Terrace, WA

Certifications and Achievements:

2001 Logistics Operations School (USMC):

Automotive Organizational Maintenance Course

Logistics Vehicle System Maintenance Course

2002 Oshkosh Truck Corporation:

MTVR Net Maintenance Training

2007 Windward Community College:

Certificate of Appreciation Service Learning

Mentorship

2015 Yamaha Marine:

Yamaha Diagnostics Interface System (YDIS)

Electrical Systems

2015 Mercury Marine:

Outboard Ignition Systems (CDM)

Verado Maintenance

Electrical Systems I & II

2018 Mercury Marine:

Marine Technician Fundamentals (All Modules and Exams)

SmartCraft

Fuel Systems I & II

M-TEK Cooling Systems

V6 Four-Stroke Systems

CDS-G3 Diagnostic Software

2019 Suzuki Marine:

Suzuki ServicePro Rigging

Suzuki ServicePro Electronics, SDS &

Troubleshooting

Suzuki ServicePRO Mechanical

2019 Garmin:

Authorized Installer Certificate of Completion

2019 SeaStar Optimus 360 Joystick Steering

(Dometic) Certified installer / programmer

2020 Yamaha Marine:

Inline Systems

2020 Volvo Penta:

CanBUS Programming

Diagnostics

2021 EPA HVAC:

Type I & III

2023 ABYC

Electrical Certification

Employment History:

Technical Support Specialist

Navico Group - Remote

July 2022 to Nov 2024

- Configuring and programming new installs / upgrades.
- Product customer service via phone and emails.
- Advanced electrical AC / DC troubleshooting.
- Remote support for end users and technicians.
- Technical writing to create custom documents.

Maintenance Engineer

PCH Hotels and Resorts - Point Clear, AL

July 2021 to June 2022

- On call, immediate response for guest issues.
- Troubleshooting and customer service skills.
- Electrical and (high and low voltage) repair / replacement.
- Technical support for customers to use devices securely on property.
- Diagnose and repair commercial kitchen equipment.

Field Service Technician

Roberts HVAC - Gulf Shores, AL

2020 to 2021

- Communicate with customers about service and diagnostic findings.
- Install and perform service on equipment in the field.
- Upload and email work orders and quotes for labor and equipment.
- Troubleshoot and repair equipment in a field environment.
- Diagnose and repair company equipment and fleet vehicles.

Service Technician

Paradise Marine Service Center - Gulf Shores, AL

2017 to 2020

- Troubleshoot and diagnose problems in engine and vessel systems.
- Document work performed for customer billing and company records.
- Installation and service of large electronics packages.
- Open, update and Q.C. work orders in the database.
- Accurately keep track of hours and parts on tickets.
- Travel technician duties (road mechanic experience).

Marine Electrician

Silver Ships Inc - Theodore, AL

2014 to 2017

- Install and calibrate electrical systems on vessels.
- Wire and install complex electrical panels and systems.
- Worked directly with engineers in house and from industry.
- Fabrication of mount structures and storage for equipment.
- Documentation and proposals for alternative designs

Service Technician

Ocean Marine Group Inc - Ocean Springs, MS

2012 to 2014

- Outfitted new vessels with electronics and engines.
- Factory training from OEMs.
- Troubleshooting and technical support experience.
- Networking and structured cabling.
- Can-Bus programming and integration.

Access Control Technician

Rife Integrated Systems - Columbus, OH

2008 to 2010

- On call, travel to customer sites for troubleshooting.
- Draw prints using AutoCAD for electrical schematics.
- Run and terminate cable for CCTV and access control.
- Install and configure network IP cameras via CLI.
- Technical support experience with client IT technicians.

IT Field Technician

Windward Technical Solutions LLC - Honolulu, HI

2005 to 2007

- Build office machines and set up networks for local businesses.
- Install and update OS on PCs and servers (Windows).
- Worked in B2B data centers.
- Troubleshooting and structured cable experience.
- Install server racks and network switches.
- Experience with POTS (telephone systems).

Heavy Equipment Diesel Technician

United States Marine Corps - MCBH Kaneohe Bay, HI

2001 to 2005

- Foundations of mechanical knowledge and electrical systems.
- Worked in 2nd and 3rd maintenance echelons.
- Troubleshooting and preventive maintenance.
- Highest award was a Navy Unit Commendation for our role in preparing and outfitting equipment for deployments in Iraq and Afghanistan.