

JAMES JONES

Electronic Service Technician | Calibration Expertise | Customer Satisfaction

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Summary

With over 4 years of electronic test equipment calibration and repair experience, I excel in technical skill application and achieving customer satisfaction. Proficient in software platforms and 3458A repairs. Notable achievement in enhancing test accuracy by 20%.

Skills

Electronic Calibration, Component Repair, Automated Calibration Software, MS Windows/Office, Technical Problem Solving, Calibration Equipment Management

Experience

Applied Technical Services

Phoenix, Arizona

Senior Electronic Technician

01/2019 - 12/2022

- Increased equipment calibration efficiency by 15% through optimizing workflow and implementing automated software solutions.
- Led a team of 5 technicians, achieving a 95% customer satisfaction rate through effective communication and timely service.
- Improved repair turnaround time by 20%, reducing downtime for clients and enhancing operational productivity.
- Developed and executed troubleshooting protocols for component level repairs, leading to a 10% reduction in re-repair instances.
- Spearheaded the calibration for over 200 pieces of electronic test equipment each quarter, maintaining accuracy within factory specs.
- Facilitated training sessions on best practices for calibration and equipment handling leading to a 25% increase in team skill proficiency.

Electro Rent Corporation

Tempe, Arizona

Calibration and Repair Technician

06/2015 - 12/2018

- Executed over 500 touchpoint tests and calibrations monthly, enhancing equipment reliability by up to 18%.
- Collaborated on a new calibration software implementation that reduced manual workload by 30%, increasing team efficiency.
- Achieved a 10% improvement in test equipment life cycle management through strategic maintenance protocols.
- Resolved customer inquiries and technical issues, improving overall customer service metrics by 12%.
- Designated as the 'go-to' technician for complex 3458A calibrations, resulting in an 8% increase in first-time fix rates.

MCS of Arizona

Phoenix, Arizona

Electronic Maintenance Technician

04/2011 - 05/2015

- Conducted daily maintenance checks on electronic equipment, achieving 99% operational efficiency for all managed systems.
- Strategized and reduced service costs by 15% through the development of repair and calibration best practices.
- Played a key role in the successful implementation of ESD compliance across multiple teams, decreasing equipment faults by 10%.
- Collaborated with cross-functional teams to optimize internal processes, leading to a 12% increase in process efficiency.

Education

Arizona State University

Tempe, Arizona

Master of Science in Electrical Engineering

01/2009 - 01/2011

Education

University of Arizona
Bachelor of Science in Electronic Engineering

Tucson, Arizona
01/2005 - 01/2009

Projects

Open Source Calibration Tool

Developed an open-source tool for calibration lab efficiency, resulting in a 5% error reduction.
<https://github.com/jsjones/calibration-tool>

ESD Compliance Tracker

Created a tool to track ESD compliance and incidents, reducing faults by 10%. <https://github.com/jsjones/esd-tracker>

Key Achievements



Enhanced Calibration Accuracy

Implemented a calibration protocol that increased accuracy by 20%, surpassing industry standards.



Customer Satisfaction Award 2018

Awarded for achieving the highest rate of customer satisfaction across the company, with a 95% positive feedback rate.



Cost Reduction Initiative

Led a cost reduction initiative that saved 15% on operational costs by refining testing procedures.

Interests

Electronics Innovation

Passionate about developing cutting-edge electronic solutions for improving everyday technology.

Raspberry Pi Projects

Enjoy creating innovative projects and applications using Raspberry Pi to explore new technology boundaries.

Community Volunteering

Active in community service initiatives focused on technology education and youth engagement.