

# ALEX GARDINER

SALEM, MA

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## PROFESSIONAL EXPERIENCE

### Markforged

Metal System Solutions Engineer II

Watertown, MA

February 2019-Present

- Provide end-user support for metal and composite additive manufacturing systems to improve customer experience
  - Assist with technical troubleshooting of 3D printers and sintering furnaces
  - Provide design-for-additive guidance to optimize final part quality
- Build support programs for new and existing products to maximize internal and external uptime
  - Develop high-level expertise of components' hardware, electrical, and software subsystems
  - Write technical documentation for internal troubleshooting processes as well as customer facing procedures
- Create internal support tools to enable faster resolutions in the field
  - Deployed an app to AWS that parses device logs and returns pertinent data
  - Deployed several data visualization models to better understand the products and how they're used in the field
- Run and maintain a fleet of metal and composite additive manufacturing systems to aid support
  - Write custom diagnostic utilities that run on printers and furnaces to help root cause various issues
  - Successfully reproduce customers' issues to provide effective steps towards resolution
  - Validate troubleshooting procedures before they're released to the field

### Folsom Custom Skis

Production Engineer

Denver, CO

October 2016-October 2018

- Develop custom ski geometry and material construction
  - Use of technical drawing, machining, and analysis methods
- Fabricate custom skis, using automated and manual processes, to produce renowned and award winning products
- Advance tooling and manufacturing techniques to increase and streamline ski production
  - Scaled up ski production by 40% in 2017
- Build and maintain digitally integrated manufacturing database to reduce and track production pace
- Develop new website to increase online presence and sales
- Work closely with clients through personal fit process of custom skis to enhance overall customer experience

### Charles Riverboat Company

Captain

Cambridge, MA

June 2010-November 2016

- Hold US Coast Guard Issued 100 Ton Master License and TSA Issued TWIC Security Clearance
- Responsible for safety of all crew members and passengers aboard vessel
- Establish customer service standards among crew members to maximize repeat business

### Structural Components

Field Engineer

Denver, CO

May 2016-August 2016

- Perform structural inspections and maintenance on communication towers using specialized measuring tools
- Analyze and report results of inspections, using Telecommunications Industry Association standards, to extend life of structure and equipment
- Complete all climbs and inspections, using PPE and strict safety procedures to ensure safety of all personnel

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## EDUCATION

### University of Denver – Ritchie School of Engineering

Bachelor of Science, Mechanical Engineering

Denver, CO

May 2016

### Holderness School

High School Diploma

Plymouth, NH

May 2011

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## SKILLS

- **Technical Skills:** Additive Manufacturing, CAD, Scripting, Data Analysis, Web Development, Machining, Tooling
- **Nontechnical Skills:** Customer Service, Technical Writing, Copywriting, Branding, Email Marketing, SEO
- **Familiar Programming Languages:** Python, SQL, HTML/CSS, Javascript, Node.js, C++ (Arduino), Linux Shell, Git
- **Familiar Software Packages:** Fusion/Onshape, SolidWorks, Adobe CC, Microsoft Office, Google Suite