



**Eric J. Rich** (*TechCraftsman*)

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## Professional Summary

I'm not your typical TechGuy; troubleshooting is my second nature, and I'm a born problem-solver. I'm like the alchemist of tech, merging technology, craftsmanship, and daring innovation in every project. From computer labs to machine shop floors, I've found my home in both. But I'm not one to stagnate; I thrive on progress and enjoy the journey. My journey through IT, engineering, and manufacturing has made me a versatile problem-solver who shatters expectations. Problems are opportunities, and I'm a well-rounded, boundary-pushing solution crafter.

## Expertise

### Expertise That Transcends Boundaries

**A Fusion of Technical Mastery and Artistry.** My passion lies in finding innovative solutions to complex challenges by harnessing the power of technology and the artistry of craftsmanship. As an experienced troubleshooter, I bring a holistic approach to every project, analyzing your requirements from various angles to ensure optimal results. Whether it's troubleshooting, designing, building, or repairing intricate systems across diverse domains, my expertise allows me to navigate complexities and deliver exceptional outcomes.

**Technical Proficiency:** From operating systems like Dos, Windows, and Linux (Debian) to network planning and setup, I ensure reliable and secure connectivity across systems. I leverage lean manufacturing principles to optimize processes and drive continuous improvement. Proficient in programming languages such as Bash, HTML5, CSS, JavaScript, and CAD systems, I create powerful solutions that exceed expectations.

**Seamless Technology Integration:** With a deep understanding of seamless technology integration, I bring together cutting-edge design, precise fabrication, and comprehensive documentation to ensure flawless implementation. I thrive in finding creative ways to harness technology, delivering solutions that optimize systems' performance and efficiency.

**Meticulous Troubleshooting and Bug Diagnosis:** With a meticulous eye for detail, I possess the expertise to identify and resolve complex technical issues efficiently. Equipped with exceptional communication skills, I explain findings with clarity, enabling you to understand and navigate the solution process effectively.

**Artistic Expression and Technical Communication:** Beyond technical expertise, I possess a talent for technical drawing, illustration, and clear articulation of complex information. Through visually appealing illustrations and concise communication, I ensure that concepts are easily understood, facilitating efficient decision-making.

**Versatile and Adaptable Problem-Solving:** As a holistic thinker, I thrive in tackling diverse challenges across multiple disciplines. I adapt quickly to new environments and technologies, continuously expanding my knowledge base to provide you with the most effective solutions.

**Collaborative Approach and Customer Satisfaction:** With a customer-centric mindset, I prioritize your satisfaction throughout every step of the journey. By fostering open communication and collaboration, I ensure that your unique needs and expectations are met, resulting in successful outcomes.

## Education and Certifications

[2019] EZ-GUIDE programming class at DOOSAN (USA)

Completed a comprehensive programming class focused on mastering the intricacies of DOOSAN's EZ-GUIDE system. Developed proficiency in utilizing advanced programming techniques to maximize efficiency and optimize machine performance.

[2017-2018] Ongoing LEAN project with DVIRC

Engaged in a continuous LEAN project in collaboration with the Delaware Valley Industrial Resource Center (DVIRC). Acquired in-depth knowledge of LEAN principles and methodologies, actively applying them to enhance process efficiency, eliminate waste, and drive continuous improvement within the organization.

[2014-2015] Lean Level One Certification @ DVIRC

Successfully completed the Lean Level One Certification program offered by the Delaware Valley Industrial Resource Center (DVIRC). Attained a comprehensive understanding of LEAN concepts and tools, enabling the identification and elimination of non-value-added activities, streamlining processes, and promoting a culture of continuous improvement.

[2009] CNC Training Program @ MCCC

Enrolled in a specialized CNC Training Program at Montgomery County Community College (MCCC). Acquired comprehensive knowledge of Computer Numerical Control (CNC) operations, programming, and machining techniques, ensuring proficiency in utilizing CNC machines to achieve precise and efficient manufacturing processes.

[2001-2003] Drafting Tech. & Metal Tech. @ WCTS

Pursued an extensive curriculum in Drafting Technology and Metal Technology at Western Center for Technical Studies (WCTS). Developed skills in technical drawing, CAD systems, and metalworking techniques, gaining hands-on experience in design, fabrication, and manufacturing processes.

[1999-2001] General Academics @ Upper Perkiomen High School

Completed a comprehensive program of general academics at Upper Perkiomen High School. Acquired a solid foundation in various subjects, fostering critical thinking, problem-solving skills, and overall academic development.

## Hands-On Experience

[Ongoing] Small Business Contractor @ EJRCNC

I'm your go-to guy for a wide range of tech-related needs. I excel in basic computer repairs and upgrades, ensuring your system is always up and running smoothly. Need to recover data remotely or enhance your internet security? I've got you covered. I'm a whiz at setting up networks, designing custom scripts, and creating your online presence. Plus, I'm a pro at crafting media for customer distribution. If you're looking to migrate systems or value client confidentiality, count me in. And to top it off, my handyman skills come in handy for those unexpected challenges. On top of all that, I've also got serious experience as an electrician and mechanic, so whether it's electrical work or engine repairs, I've got the know-how to handle it all. I'm your one-stop shop for all things technical, mechanical, and electrifying!

[2017-2020] CNC Setup / Programmer @ Vertraulich

I bring expertise in seamlessly setting up and managing both new and existing job processes, optimizing production efficiency. My precision in tooling, including custom designs, enhances performance. Proficient in software tools like Draftsight 2D and Cimco, I streamline operations with setup sheets and programs. Prioritizing tool life and cycle time optimization drives productivity and cost savings. My innovative Macro Templates convert old programs to new, improving efficiency and preventing crashes. I have experience in precision military-grade production and cutting-edge agricultural technologies, demonstrating adaptability and a commitment to technological advancements.

[2015 to 2017] CNC Operator @ Globus Medical

I've honed my skills in the precision manufacturing of tight tolerance medical implants, playing a pivotal role in advancing spinal implant technology. My knack for efficient multitasking allowed me to operate multiple machines seamlessly, while strict in-process inspections ensured top-notch quality for medical implants. I'm known for my friendly demeanor and readiness to assist colleagues, fostering a collaborative team environment. Working under the guidance of Jeff Hill, a programming maestro, we had the shop running smooth 24/7.

[2008 to 2012] CNC Lathe Operator/Setup/Program & Apsphere Generation @ Edmund Optics Inc.

Throughout my journey as a CNC machinist, I've remained steadfast in my pursuit of excellence across a wide array of materials. My adept operation of multi-axis machining centers, complete with live tooling, has consistently yielded top-notch components for US MILITARY night vision goggles, spanning a diverse range of materials. While I'm not wedded to any particular ideology, I employ Lean Manufacturing principles judiciously, always on the lookout for opportunities to boost efficiency and slash waste. My expertise extends into the intricate realm of aspheric lens production, a critical component in military applications. Here, I've mastered the art of glass grinding and harnessed advanced metrology equipment to achieve nothing less than flawless results. My collaborative spirit shines as I work seamlessly across departments, driving process enhancements that streamline operations and deliver substantial cost savings. Beyond machining, I've also taken on the role of machine maintenance and repairs, ensuring uninterrupted production. All the while, I take immense pride in supplying our brave troops with essential equipment that meets the most rigorous quality and military specifications.

[2006 to 2008] CNC Operator/Setup/Programmer @ Mgp LLC (an SGL CARBON GROUP company)

I honed my expertise in operating, setting up, and programming 2-Axis FANUC Lathes. My contributions played a pivotal role in the production of high-quality components vital to a wide array of industries, including electric companies and missile manufacturing. These components, crafted from Carbon and Graphite, served diverse purposes such as electrodes and rocket nozzles. Working closely with a dedicated team under the guidance of Barry and the management of Dave, I ensured seamless production and maintained stringent quality standards.

[2005 to 2006] Maintenance Technician @ Hamburg Manufacturing

As a versatile engineer and fabricator, I shouldered the responsibility of retrofitting old dies from the foundry to ensure compatibility with newer machines, and vice versa. Employing meticulous planning and design techniques, I orchestrated seamless integration, ensuring the retrofitted dies performed optimally. In the absence of a full machine shop, I relied on precision and accuracy with basic tools, showcasing resourcefulness by making the most of available resources and improvising as necessary to accomplish our objectives. I successfully repaired and upgraded foundry mold mounting hardware, utilizing hand tools and drill presses to overcome challenges and guarantee smooth operations. These retrofitting endeavors proved highly effective, leading to improved functionality and enhanced productivity within the manufacturing process.

[2004 to 2005] CNC Lathe Operator @ H. Shoemaker Welding and Machine Shop Inc.

In the dynamic setting of a versatile job shop, I navigated through an array of industries, including valves, industrial-machine parts, aviation equipment, and more. My role encompassed setting up and programming 2-Axis FANUC Lathes, ensuring precision and efficiency in diverse machining projects. To broaden my expertise, I embraced the challenge of running Mazak Lathes, expanding my knowledge across different machine models. My contributions were part of a collaborative effort, working closely with a dedicated team under the supervision of Supervisor Bill and the guidance of Manager/Owner Harry, ensuring smooth operations and successful project completion. Engaging in delicate tasks such as valve lapping, I demonstrated meticulous attention to detail and finesse, achieving optimal performance. Through my efficient operation of CNC lathes, I played a pivotal role in the overall success of the job shop, meeting the varied machining needs of clients hailing from diverse industries.

[2003 to 2004] CNC Lathe Operator Swiss: Star & Citizen @ Micro-Coax Inc.

During my time at Micro-Coax Inc., where I initially joined while still in technical school, I operated and offset Citizen Swiss Lathes under the expert guidance of Ed Dampman. Specializing in the production of high-end coaxial cables for specialized applications beyond regular television use, I thrived in an environment characterized by efficiency and precision. Ed's leadership style mirrored that of the military, fostering a culture of discipline and prioritizing smart work over excessive effort. This approach ensured optimal resource utilization and streamlined operations. In testament to their skills and dedication, Ed and his wife and business partner, Laurie, went on to establish Dampman Swiss Technologies, reflecting not only their professional excellence but also their outstanding character, making them invaluable contributors to their community.

[During HighSchool]

During my high school years, I embarked on a journey in the industry that laid the foundation for my career. At the age of 16, I fearlessly took charge of running cylindrical grinders at On the Spot Tool Sharpening, showcasing my early aptitude and dedication. Later, I gained valuable experience at Creative House, a renowned cookie cutter manufacturer, where I held various roles that contributed significantly to the company's success. Notably, I excelled in repairing and setting up pneumatic cylinders meticulously controlled for timing using a specialized valve control unit, which was instrumental in achieving precise die formation. These early experiences played a pivotal role in shaping my skills and dedication to the industry.