

# Joseph Rosenberg

## Field Service Engineer - O'Hara Technology

Burlington, NJ - Email me on Indeed: [indeed.com/r/Joseph-Rosenberg/cb5e7ee6665d0ce9](https://www.indeed.com/r/Joseph-Rosenberg/cb5e7ee6665d0ce9)

Authorized to work in the US for any employer

### WORK EXPERIENCE

#### Field Service Engineer

O'Hara Technology - Toronto, ON - 2004 to Present

for international manufacturer of fluid bed drying, pan coating and processing equipment used in the pharmaceutical, bio-pharmaceutical, food and chemical industries. Based in NJ: Managed projects dealing with the commissioning of new units and retrofits. Commissioned new units. Validated, calibrated and repaired, pneumatic, mechanical, HVAC, electro-mechanical, electronic and other hardware. Customer relations included training, side by side trouble shooting and repair solutions, interfacing and follow up with home office employees for quality assurance and satisfaction. Consulted with vendors to improve the customer experience. Recommended, sold and installed peripheral equipment and system upgrades along with long term service contracts. Familiar with FDA and CGMP rules and regulations.

Major accomplishments included:

- Successfully started the USA Service Center. Responsible for US service.
- Developed and implemented structured plan for business development
- Developed, sales and bid proposals
- Authored technical documentation for pre-installation manual and operator's guide
- Wrote calibration and validation procedures, service bulletins, change control, all in accordance with customer and FDA requests.
- Coordinated and supervised installation activities at customer sites.
- Designed, procured and installed parts and systems.

#### Sales Manager

UAB Manufacturing, Inc - Southampton, PA - 2003 to 2004

for this manufacturing solutions provider for the precision machined parts industry. Company also offered other unique services such as engineering and roto-molding capabilities to customers. Responsibilities were to generate sales by targeting specific industries for cold calls, mail campaign and personal visits to prospective clients.

Accomplishments:

- Developed marketing plan complete with technical documentation
- Authored sales and bid proposals
- Supervised sales staff and coordinated efforts to achieve overall goals

#### Sales Engineer & Product Specialist

Hosokawa Micron Powder Systems Inc - Summit, NJ - 2002 to 2003

for international manufacturer of particle size reduction, mixing, analytical and containment equipment used in the fine foods, confection, fine chemical, pharmaceutical and agricultural industries. Assigned to the Pharmaceutical Division, duties were to generate sales through cold calls, follow leads generated by a team of outside sales representatives, prospecting and other media. Source and specify ancillary equipment to provide

total system design. Support customer after market. Plan market strategy, develop and author proposals based upon current and future customer needs.

Significant accomplishments:

- Coordinated integration of machinery with US suppliers.
- Developed specifications, negotiated with outside vendors and consultants for parts, service and systems.
- Authored sales and bid proposals, marketing documentation and visual presentations

## EDUCATION

### **Mechanical Engineering Technology**

New Jersey Institute of Technology

### **Business Administration**

Kennedy Western University