

# Tahzay Leigh

## Field Service Engineer III

Glenside, PA - Email me on Indeed: [indeed.com/r/Tahzay-Leigh/19031538b4dda05c](https://www.indeed.com/r/Tahzay-Leigh/19031538b4dda05c)

A Field Service Engineer with extensive experience in vendor service repairs. Strengths include Customer Service, Troubleshooting and Time Management. Seeking a new opportunity in the service repair industry to apply skills and experience as well as continue to enhance skill set.

Authorized to work in the US for any employer

### WORK EXPERIENCE

#### Field Service Engineer III

KODAK ALARIS INC - Philadelphia, PA - 2000 to 2015

Performed installation, service and preventive maintenance of Photo Wet and Digital Mini Labs Systems. Executed mini lab upgrades and software upgrades.

- Diagnosed and repaired electrical, mechanical, and chemical and network issues, print quality issues and system failures of mini labs at customer site, daily.
- Established and maintained customer relationships and provided services for 170 stores, across Philadelphia, Montgomery, Bucks, Delaware, and Chester Counties, in Pennsylvania, independently. Serviced largest accounts, such as CVS, Target, Rite-Aid and Acme.
- Assisted Field Service Engineers after unable to resolve difficult technical and customer issues, including out of service labs. Evaluated situation and ordered parts or provided solutions, such as software reloads.
- Handled administrative duties pertaining to customer calls with timely completion of reports for service, expenses and time, weekly.
- Managed and maintained company issued vehicle, tools, laptop, iPhone and iPad.
- Provided operator training on in lab operational procedures and maintenance, i.e. calibrations and running balance tests, as ongoing support to ensure longer lab up-time for each store.
- Educated customers on the latest corporate initiatives and products, such as collage prints and personal photo products.
- Acted as customer liaison and helped to drive and resolve customer issues, such as quality of print products.
- Facilitated revenue growth initiatives by informing customers of new products and services.
- Built and fostered strong relationships with sales partners.

### EDUCATION

#### A.S. in Electrical Engineering Technology

Penn State University - Abington, PA

### LINKS

<http://www.Linkedin.com/in/TahzayLeigh>

### ADDITIONAL INFORMATION

Areas of Expertise:

Maintenance Quality Assurance Motivation

Systems Management Project Management Customer Relationships