

# Deion Scott

**Field Engineer - Oracle America Inc**

Philadelphia, PA - Email me on Indeed: [indeed.com/r/Deion-Scott/a6a0a4841c1c2d83](https://www.indeed.com/r/Deion-Scott/a6a0a4841c1c2d83)

## WORK EXPERIENCE

### Field Engineer

Oracle America Inc - Trevose, PA - October 2015 to Present

Set-up, repair, installation and reprogramming of equipment and/or software. Provide phone support to customers and technicians. Installation and service of customer servers. Examine mechanical assemblies such as printing mechanisms, counters, keyboards, PC motherboards, for worn or damaged parts. Replace defective parts. Test electrical control units, wiring, and motors. Replace defective electrical parts. Clean and oil moving parts.

### Field Service Technician

Micros Systems Inc - Trevose, PA - January 2013 to October 2015

Set-up, repair, installation and reprogramming of equipment and/or software. Provide phone support to customers and technicians. Make shipping arrangements for equipment to client site or for repair. Examine mechanical assemblies such as printing mechanisms, counters, and keyboards, for worn or damaged parts. Replace defective parts. Test electrical control units, wiring, and motors. Replace defective electrical parts. Clean and oil moving parts.

### POS Systems Consultant

Sicom Systems - Doylestown, PA - August 2011 to December 2011

Provided help desk support for point of sales systems. We help with the installs of point sales equipment thru the use of linux and dos based operating systems. We also had to take remote access of customers pc thru the use of o set up port forwarding and troubleshooting internet connection that could cause the lost of credit card purchases for our clients. We also at times had to travel to new site to install and train new customers on our point of sales equipment.

### Communications Technician

Cablenet Services - Philadelphia, PA - March 2011 to August 2011

Install and repair telecommunications equipment, including telephone, cable TV and internet devices, at customers' homes and businesses. Including the switching and routing equipment that is set up at company headquarters. Also travel to customers' property to maintain equipment. We were also required to be proficient in Microsoft word, Power point, Excel, and Outlook. We were also required to climb poles to adjust or maintain outside services lines, so that network connections remain stable.

### Communications Technician Level 3

Comcast Cable - Philadelphia, PA - May 2008 to June 2010

Install and repair telecommunications equipment, including telephone, cable TV and internet devices, at customers' homes and businesses. Including the switching and routing equipment that is set up at company headquarters. Also travel to customers' property to maintain equipment. We were also required to be proficient in Microsoft word, Power point, Excel, and Outlook. We were also required to climb poles to adjust or maintain outside services lines, so that network connections remain stable.

### Sales Associate

Sears - Willow Grove, PA - October 2007 to April 2008

Assisted customers in the electronics department with product purchases and product knowledge. We had to be proficient in the use of POS equipment. Resolved customers and staff complaints or inquiries. Helped set up department floor plans and layouts.

### **Cashier/Stock Clerk**

Collins Family Shoprite - Philadelphia, PA - April 2005 to September 2007

Handle customer service in the check out area. Handle money transactions on the front end. Stock shelves in the frozen food department when new items came in and kept pricing stickers up to date.

### **EDUCATION**

#### **Business**

Community College Of Philadelphia  
2007 to 2008

### **ADDITIONAL INFORMATION**

#### **Computer Knowledge**

Microsoft word, Excel, Power point, Outlook, Access, Microsoft Programs, Open Vpn, Linux, Dos