

Kade Medley

English-first Technical Support / Field Service - Prague/Brno

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Location: Prague/Brno (relocating)
Nationality: Australian
Work auth: Requires Czech Employment Card sponsorship

Professional Summary

Customer-facing technical professional with hands-on experience troubleshooting electronics and equipment systems in operational environments. Strong at systematic fault finding, installation/commissioning support, testing and verification, and translating technical detail into clear, practical outcomes for customers and internal teams. Seeking an English-first role in Prague/Brno with an employer able to sponsor a Czech Employment Card.

Role Targets

- Technical Support Specialist / Customer Support Engineer
- Application Support (hardware/systems) / Technical Support Engineer
- Field Service Technician / Service Technician
- Commissioning / Installation Support (vendor side)

Core Skills

- Troubleshooting and diagnostics (electronics, equipment systems)
- Installation and commissioning support; testing and verification
- Customer communication, issue ownership, and practical problem solving
- Documentation, handover notes, and knowledge base contributions
- Working independently across sites; coordinating escalation and follow-up

Experience

Field Service Technician (Fabrication & Equipment Systems) - ITW

2025 - Present | Melbourne, Australia

- Customer-facing field support for fabrication/equipment systems, including on-site troubleshooting and practical fault resolution.
- Supported installation/commissioning activities and performance checks; ensured safe, verified handover to customers.
- Primary on-site point of contact; explained faults and fixes in clear, practical terms and coordinated internal follow-up.

Technical Support Specialist - SmartTech Australia

2022 - 2024 | Australia

- Provided customer-facing technical support across hardware/software environments via phone, email, and ticketing workflows.
- Diagnosed issues, isolated root causes, and guided users through clear resolution steps; escalated effectively when required.
- Maintained documentation quality and contributed to internal knowledge base content to improve repeatability.

Technical Support / Systems Technician (Motorola Solutions) - CSE Crosscom

2021 - 2022 | Australia

- Supported enterprise and government customers operating mission-critical communications systems in operational environments.

- Assisted with installation, testing, and maintenance; produced verification and commissioning documentation.
- Troubleshoot field issues and coordinated resolutions with internal teams and stakeholders.

Education

University of Newcastle - Engineering and Applied Sciences (undergraduate coursework)

2015 - 2018 | Engineering fundamentals: mathematics, systems, and technical problem solving.

Projects (selected)

- **UtterOn** - Language learning platform (product design, UX iteration, documentation).
- **Data & Analytics** - Reporting dashboards and analysis work (Power BI, SQL).
- **CalcFoundry** - Engineering calculation tools and documentation (problem solving, precision).

Languages

English: Native | Czech: Elementary (actively improving)

Links: kademedley.com | LinkedIn: linkedin.com/in/kade-medley