

## CUSTOMER ENGINEER

### Professional Summary

Systems Engineer with over 18 years of successful experience in setting up and maintaining stations, training users and supporting pivotal processes and improvements to communication systems and software. Well-versed knowledge of up-to-date business practices, IT standards and government regulations. Self-motivated approach to monitoring and resolving troublesome IT issues. Strong in collaboration with customers and colleagues to continuously improve the business communications environment.

### Skills

- Component level assembly, repair and testing of electronic circuit boards.
- Component level assembly, basic testing, basic programming and updating of PCs.
- Business telecommunications, PBX Digital, PBX VoIP TAPI, H.323 and SIP.
- Acoustical reinforcement and basic audio principals.
- Customer support, service and training
- Videography and Audio, Video post-production editing
- Electronic schematic reading and writing skills.
- Basic Schematic Reading and Writing skills
- Basic RF principals and theory.
- Photo, Radio
- ATM, Read
- Audio, Reading
- Basic programming, Repairs
- Basic, Robotic
- Cable, Sales
- Hardware, Structured
- Computer repair, Telecommunications
- Conferences, Telecommunication
- Client, Telephones
- Customer support, TV
- Database, Trouble shooting
- Editing, Video
- Special events, Videography
- Inventory, VoIP
- IP, Written
- Journalism, Writing skills
- Layout
- Meetings
- Office
- Negotiating
- Network design
- Networks
- Network
- Office equipment
- PBX
- Power tools
- Pricing
- Producing
- Programming
- Proposals

### Work History

Customer Engineer , 09/2018 to Current

Pluto7 â€“ Austin , TX

- Trouble shooting and maintenance of robotic cash handlers and validators in ATM's.
- Installing and maintaining IP network and server equipment for various customers.
- Rapid fix turn around fix rate to as many as 5 customer sites per day or more.
- Insure proper replenishment of cash media in ATM machines for accurate dispensing.
- Explained complex technology-related issues in understandable terms to customers.
- Used remote diagnostic tools to identify sources of certain customer issues.
- Deliver exceptionally high level of professionalism and support to each customer, upholding company's commitment to service.
- Patch software and install new hardware versions to correct security problems and protect data.

Systems Technician , 10/1997 to 10/1999

Rivian â€“ San Luis Obispo , CA

- Report to area network operations manager for project assignments.
- Consult with customer IT departments to ensure proper design and implementation of Business Telecommunication VoIP Solutions.
- Installation, programming and maintenance of customer telecommunications equipment, user database and VoIP networks.
- Training of customer on telecommunication user options and automated options.
- Design and installation of customer site cable infrastructures.
- Employed wide variety of hand and power tools, drills, precision measuring instruments and electronic testing devices.
- Maintained compliance with company standards to perform all maintenance activities.
- Accurately read, understand, and carry out written instructions.
- Oversee business telecommunication networks, including telephones, office equipment, and structured cable, for projects.
- Reviewed and interpreted facility orders, network design orders, and circuit layout orders.
- Installed, aligned, and balanced new equipment.
- Installed and maintained systems and analyzed users' needs.

Manager and Chief Technician , 10/1997 to 10/1999

Asrc Federal Holding Company â€“ Atlanta , GA

- Supervise and train technical staff.
- Purchase equipment for sales and rental inventory.
- Negotiating pricing with corporations and create proposals for installations, sales and rentals.
- Increase office profits and expand client base.
- Design and setup of specialized A/V equipment for corporate and private meetings.
- Design complex A/V equipment installations and estimate labor.
- Minor repairs and basic maintenance of A/V equipment.
- Responded to service requests during and after business hours.

Audio Visual Technician , 09/1985 to 09/1997

Utica College Of Syracuse University â€“ City , STATE

- Setup, repair and maintenance of all college A/V equipment.
- Including: VCR/TV repair, projector repair and computer repair.
- Training of students, faculty and staff in proper use of college equipment.
- Producing and assisting others in the creation of educational videotapes and special projects.
- Perform the setup and alignment of the college satellite down-link service.
- Planning and setup of specialized A/V equipment for college conferences and special events.
- Assist in production of weekly radio program to be aired on local A.M.
- Radio station.
- Supervise students regarding safe and proper use of college dark room and darkroom labs for photo journalism students.
- Update and maintain user data in college PBX.

Education

Diploma : 06/1984

Camden Central High School - City , State

AWARDS RECEIVED , Utica College of Syracuse University College

Merit Award 1990, \$500 cash award. AT&T 2007 Top 10 Revenue business communication sales tip award.

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#### Certifications

Cisco Certified: Data Center UCS and Routing /Switching Technician. "Nortel /Avaya Certified: Avaya IP Office, Nortel Option1 1, Nortel WLAN, Norstar and Nortel BCM "Shortel / Mitel Certified: IP PBX

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- Basic Schematic Reading and Writing skills
- Basic RF principals and theory.
- Photo, ATM, Audio, basic programming, Basic, cable, hardware, computer repair, conferences, client, Customer support, database, editing, special events, inventory, IP, journalism, layout, meetings, office, Negotiating, network design, networks, network, office equipment, PBX, power tools, pricing, Producing, programming, proposals, radio, read, Reading, repairs, robotic, sales, structured, telecommunications, Telecommunication, telephones, TV, Trouble shooting, Video, Videography, VoIP, written, Writing skills