



JOHN REXIE BAUTISTA

Technical Support Engineer

A licensed mechanical engineer with over 5 years of experience as an Equipment/Facilities Engineer in a development, manufacturing, and sales company of small precision motors. Currently a Technical Support Engineer in a dental equipment company.

Educational Qualification:

Mapua Malayan Colleges – Laguna
BS Mechanical Engineering
Year graduated: December 2018

PRC License Number: 0103745

Contact Number: 0956 457 7206

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Technical Skills:

- ✓ Machine trouble shooting
- ✓ Machine improvement
- ✓ Machine maintenance planning
- ✓ Design and machine efficiency improvement
- ✓ Technical support
- ✓ Report generation and analysis

Professional Work Experience:



Nidec Precision Philippines Corporation
Equipment/Facilities Engineer
April 2019 - Dec. 2020

- Machine maintenance planning including preventive and predictive maintenance activities.
- Machine troubleshooting (Plating line, Sandwich Washing Machine, Parts Transfer Machine, Automatic and Manual Nodule Smoothing Machines, Auto-vision Machines, Boiler, Fume Scrubber, Wastewater Treatment Facilities, and Pure Water System).
- Machine improvement activities including design to improve machine efficiency.
- Control of chemicals, filters, and machine spare parts.

Professional Work Experience:



Ivoclar Vivadent Services and Support Inc.
Technical Support Engineer
March 2021 – Present

- Incident management and ticket resolution
 - Address and provide assistance to issues and services requests related to milling machines and furnace/oven.
 - Document customer interaction including troubleshooting steps, and resolution in the support knowledge base using Salesforce.
 - Communication to customers in North America, AUNZ, APAC, Spain and UK.
 - Ensure customers inquiries are well addressed with professionalism maintaining a high level of satisfaction.
 - Guide customer through diagnostic procedures to identify and resolve technical problems.
 - Expert in using and troubleshooting of milling machines, CAM and CNC software.
 - Share technical insights and best practice with the support team to improve overall efficiency.
 - Identify root cause of problem and implement effective short term and long-term solutions.
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