

Shawn Truong
2300 Plum Grove Drive
O'Fallon MO 63368
Phone: (314-406-6034) Email: shawntruong1@gmail.com

Education

ITT Technical Institute March 2006
BS in Electronics and Communications Engineering Technology
LaunchCode January 2019
Full Stack Web Developer

Work Experience

Mobile Instrument Services & Repair-St. Louis, MO June 2018- Present
Services & Repair Technician

- Independently estimate, repair, and inspect endoscopes and endoscopic products following standard operating procedures, work instructions, and documented practices
- Clean, disinfect, or calibrate scopes or other endoscopic instruments according to manufacturer recommendations and facility standards
- Coordinate calibration requirements for tools, jigs, and other equipment
- Accountable for managing and maintaining parts, tools and hazardous materials inventory in accordance with FIFO principles

Utility Design Services (*Aerotek contract*) – St. Louis, MO February 2017-September 2017
Engineer-Field

- Contracted to Ameren for facilitating Residential and Commercial Property, Electrical National Safety Code and Compliance review.
- Report hazardous electrical connection to Power Grid to Ameren, and discuss with customers regularly those electrical hazards, providing feedback for correcting said NESC violations.

Amano McGann and Parking Solutions (Aerotek contract) – St. Louis, MO July 2016 –December 2016
Electronics Service Technician

- Responsible for providing technical and electrical service of automated parking systems
- Assist with project set-up, installation, and customer training
- Provide on-call emergency service as required by the customer which includes after hours and weekend work
- Responsible for analyzing, designing, installing, configuring, maintaining, and repairing of network basic parking system infrastructure and application components
- 85% of the position consisted of troubleshooting electronics and 15% of the position included LAN networking

Hotwire Communication LLC -O'Fallon, MO April 2015 - January 2016
Field Operations Technician

- Responsible for meeting commitments to customers and following up to guarantee customer satisfaction.
- Responsible for preparation of customer sites for move in by completing a pre-inspection, and making necessary arrangements with builders, technicians and or customers
- Responsible for installation of all company offered products through accurate and timely installation utilizing the Enlighten software system.
- Responsible for in territory service operations training for the field service technicians
- Conducts Property Manager Visits in order to provide face to face communication with the properties.
- Creates regional trouble report daily in order to understand the issues in the region
- Perform weekly cycle count of all inventory to ensure accuracy

Dave & Buster's, Incorporated - Saint Louis, MO

April 2015 - May 2016

Maintenance Technician

- Responsible for electrical repairs and maintenance of games and ticket machines in a timely manner
- Assist guests with troubleshooting mechanical issues and malfunctions in the game room
- Assist in daily maintenance and organization of tech room and storage areas
- Efficiently and safely performs daily, weekly, monthly and quarterly game maintenance and inventory as directed by management
- Assist with general store maintenance as directed by management

Olympus America Incorporated -St. Louis, MO

April 2008 to October 2013

Service Technician II

- Independently estimate, repair, and inspect endoscopes and endoscopic products following standard operating procedures, work instructions, and documented practices
- Clean, disinfect, or calibrate scopes or other endoscopic instruments according to manufacturer recommendations and facility standards
- Perform data entry, data updates, and research using Data sweep, JDE, ES-Web, Endwise, Lotus, SOP, ToolingU, and all other programs required to perform job duties
- Coordinate calibration requirements for tools, jigs, and other equipment
- Accountable for managing and maintaining parts, tools and hazardous materials inventory in accordance with FIFO principles

Office Depot, Incorporated -O'Fallon, MO September 2007 - April 2008

Customer Service Specialist

- Responsible for providing an exceptional in-store customer service experience through proactively engaging with and working to make the customer satisfied in every interaction
- Utilizing Office Depot's proven sales principles, as customer service specialist, interact with every customer in sale zone, and adjacent zones, as needed, to drive incremental sales
- Provide opportunities and ensure every customer's shopping needs are met
- Responsible for performing merchandise related activities such as planogram and price changes as directed by the Sales leader

Technology Solutions, Incorporated -St. Louis, MO

March 2004 - April 2008

Service Technician

- Provide support for multiple data collection and bar code product lines
- Estimate, repair, and inspect bar code scanners, hand-held computers, portable data terminals, decoders, mobile computers and radio frequency (RF) wireless devices
- Possess strong troubleshooting skills and understand proper soldering techniques