

# SAM SMITH

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## FIELD SERVICE ENGINEER/TECHNICIAN WITH 20+ YEARS OF INDUSTRY EXPERIENCE

Telecommunications/Aviation Electronics/Production Equipment

### PROFESSIONAL PROFILE

A highly qualified, conscientious, and solutions-focused Field Service Engineer offering more than two decades of wide-spread industry training, education, and practical on-the-job experience in both civilian and military environments. Results-oriented individual with an exemplary track record of success in performance testing and improvement, troubleshooting, installation, preventative/corrective maintenance, quality assurance, and staff training/development. Recognized as a performer able to manage multiple responsibilities simultaneously, successfully and efficiently resolve issues, and consistently meet and exceed established goals and objectives. Effective motivator, mentor, and leader with a "hands-on" management style accustomed to working under fast-paced, high-volume, time-sensitive conditions. Team player recognized for ability to thrive in both independent and collaborative work environments and a propensity to establish and maintain solid relationships with co-workers, employees, vendors, and management. Quick learner, with an ability to easily grasp and apply new ideas, concepts, methods, and technologies. Exceptional investigative, analytical, troubleshooting, and problem-solving skills. Travel preferred. Microsoft Office Proficient.

### CORE COMPETENCIES

- *Equipment Installation*
- *Inspections/Quality Assurance*
- *Project Planning/Coordination*
- *Research & Statistical Analysis*
- *Testing & Troubleshooting*
- *Electrical/Mechanical Repair*
- *Personnel Management*
- *Printing Press/Process Controls*
- *Hydraulic/Conveyer Systems*
- *Computer Systems/Hardware*
- *Preventative Maintenance*
- *Ether Net/Routers & Switches*
- *Electronic Systems & Controls*
- *Design/Performance/Acceptance*
- *Pneumatic/Hydraulic Machinery*

### EDUCATION

- Allen Bradley Drive School • Antistatic School • AN/ULA-2 Pulse Analyzer Group Intermediate Maintenance School
  - APA-125 Radar Indicator Intermediate Maintenance School • Aviation Corrosion Control/Prevention School
  - Avionics Technician School, Class A1 • Basic Electricity And Electronics School • Corrosion Control School
- Headliner Offset and Color Liner Printing Press Operations and Maintenance Schools • Instructor Training School
  - Micro Miniature Solder School • P-3 AN/APS-80 Radar Intermediate Maintenance School • PICS Systems School
- Quality Assurance (QA) Inspection School • Rockwell Reel Tension Paster School • Solder And Cable Routing School

### ADVANCED TRAINING

- 3850 Typesetter • Classified Document Control • Farag Conveyer And Paper Handling Class
- Fiber Optics Network Systems Engineering • MS Excel I, II and III • MS PowerPoint Level 1 and 2 • MSDS Class • RS Logix

### PROFESSIONAL EXPERIENCE

**ABC Company** **Any Town, USA** **Jan. 2006 - Present**

#### *Technical Services Manager*

- Sourced and selected vendors; determined and coordinated delivery and installation of new equipment and equipment upgrades/enhancements.
- Oversaw new equipment start-up; installed systems and educated staff on proper actions and procedures.
- Ensured proper equipment functioning; evaluated, diagnosed, and resolved electrical issues and met strict ABC Company deadlines/time constraints.
- Developed and implemented a preventive maintenance program and spare parts inventory and tracking system; adopted for all associated equipment facility-wide.
- Recorded and reported all findings and recommendations.
- Directed a full-time staff of fifteen (15) employees; planned staff schedules to ensure adequate manpower coverage.
- Provided telephone and on-site support technician support at sister sites.
- Researched and employed a building-wide power reduction; installed high efficiency lighting and reduced power costs by \$100K+ per year.
- Spearheaded a multi-million dollar Press Expansion Project; saved the company \$500K+ personally completing, rather than hiring out all renovation work.
- Recipient, Exceptional Performance Award, 2008.

**PROFESSIONAL EXPERIENCE (CONTINUED)**

**ABC Company** **Any Town, USA** **Jun. 1997 - Dec. 2005**  
*Installation Engineer (Double-Width Press Systems)* **Jun. 1990 - Mar. 1993**

- Developed new electronic equipment from schematic diagrams and layout drawings.
- Installed digital page pack systems and controls.
- Initiated safety tests on all equipment and ensured adherence to established performance and safety standards; recorded the results of all performance evaluations.
- Diagnosed and repaired electronic systems and computer networks.
- Conducted the installation, start-up, and maintenance of single and double-width presses.
- Trained customers on double-width printing press electronic systems; handled customer emergencies.
- Coordinated projects with electrical contractors and customers; completed within customer timeframe and requirements.
- Set up Allen Bradley/Fincore Drives.

**ABC Company** **Any Town, USA** **Jun. 1995 - Jun. 1997**  
*Field Service Engineer*

- Coordinated Press installation and startup.
- Facilitated customer training and managed all service and support initiatives.
- Conducted troubleshooting and repair of electronic systems and controls.
- Provided detailed technical insight, guidance, and assistance; interpreted inspection findings and initiated, recommended, and implemented comprehensive course of action.
- Met customer scheduling requirements; resolved crisis quickly and effectively.
- Supervised thirty (30) electrical contractors.

**ABC Company** **Any Town, USA** **Jun. 1993 - Jun. 1995**  
*Technical Services*

- Initiated the troubleshooting of Allen Bradley Drives, FMC Automatic Guided Vehicles, Farag Conveyers, and Laser Scan and Printing Systems.
- Maintained printing presses and associated equipment.

**MILITARY SERVICE**

Intermediate Maintenance-Level Technician, United States Navy - Honorably Discharged

**Leadership/Highlights of Service:**

- Assistant Work Center Supervisor
- Electronics Counter-Measures and Electronic Surveillance Measures ULA-2 and ALD-2
  - Radar Equipment/Systems Maintenance, Operations and Troubleshooting
  - Search/Weapons Release Radar

*References Furnished Upon Request*