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# FIELD SERVICE ENGINEER RESUME

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## Sample #1

Jennifer Collins  
1234 Main Court,  
Montgomery, NY, 12549  
222-222-2222  
[email]

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### Summary:

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An experienced field engineer adept with providing technical engineering support; very flexible and can handle customer support, pre-sales and post sales initiative which involve installation, modification and repair of complex equipment and systems; has an advanced knowledge in planning and development and has experience in preparing of blueprints, recommending schematics, designs, specifications and electrical drawings; can adapt well with equipment changes and can satisfy client's unique requirements; results-oriented and a go-getter.

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### Professional Experience:

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Senior Field Engineer January 2007 – Present  
ADC Telecommunications, Eden Prairie, Minnesota

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### Responsibilities:

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- Managed and performed project administration for projects awarded to outside contractors.
- Prepared reports, design plans and specifications, bid documents and contracts for construction projects.
- Performed detailed test and maintenance procedures.
- Generated detailed engineering log and hardware test failure reports.
- Maintained record histories of all equipment utilizing the computerized maintenance management system for creating and documenting work orders for all required work.
- Developed and improved preventive maintenance procedures.
- Performed vibration analysis of critical plant equipment.

Field Engineer June 2004– January 2007  
Benchmark Electronics, Angleton, TX, USA

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### Responsibilities:

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- Provided technical interface between customer and company engineering, manufacturing and program management representatives.
- Provided close link between key suppliers and technical development community to ensure best possible translation of end user needs and equipment performance.
- Provided on-site field technical support, including, but not limited to, end-user problem solving.
- Provided support for new product development and product trial and converters and end-users.
- Prepared and conducted technical sales briefings for customers and company representatives.
- Supported new product field trials.
- Provided input on requirements for product design.

Field Service Engineer February 1999 – May 2001  
Micro Technologies, La Jolla, CA

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### Responsibilities:

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- Managed and performed project administration for projects awarded to outside contractors.
- Prepared reports, design plans and specifications, bid documents and contracts for construction projects.
- Performed detailed test and maintenance procedures.
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- Maintained record histories of all equipment utilizing the computerized maintenance management system for creating and documenting work orders for all required work.
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Field Engineer June 2004– January 2007  
Benchmark Electronics, Angleton, TX, USA

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### Education:

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1997- 1999 Masters in Electronics Engineering  
Yale University, CT  
1992 – 1996 Bachelor of Science in Electronics and Communication Engineering  
Yale University, CT

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## **Skills:**

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- Proficiency and expertise in using VAX and UNIX OS
  - Possess a high level of proficiency in both written and verbal communications
  - Experience in maintaining and repairing mechanical and electrical systems, including system test and calibrations
  - Maintenance and update of databases
  - Proficiency in Microsoft Word, Access and Excel (spreadsheets and report generation)
  - Effective time management skills
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## **Affiliations and Awards:**

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Dean's Lister, Yale University, Batch 1994  
Association to Advance Collegiate Schools of Business, Member  
MBA Association, Senior Member

## **Sample #2**

Kenneth Jones  
6901 West Main Street  
North Cleveland  
TX, 77327  
123-456-7890  
[email]

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## **Objective:**

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To be able to work in a competitive environment where my certified skills in Field Engineering will be fully utilized best for the growth of the company. My expertise in programming will help improve the status of the organization.

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## **Education:**

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MS, Electrical Engineering, 1998  
Carnegie Mellon University

BS, Electrical Engineering, 1996  
Carnegie Mellon University

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## **Skills:**

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- Insightful, driven and result-oriented
  - Expert in Programming- PERL, "C" Basis, Assembly
  - Sound Knowledge of telecommunication systems
  - Strong theoretical knowledge of Call Tracing
  - Expert in Platforms – Windows 2000/98/XP
  - Good Communications Skills
  - Tools/Applications – Radio Comm., Data logger
  - Expert in team motivation.
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## **Professional Experience:**

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- Junior Field Engineer, 2006-present
  - PLDT Communications, Deming
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## **Responsibilities:**

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- Installed and upgraded internet cables.
  - Assigned in the repair and troubleshooting of malfunctioned lines.
  - Performed disconnection activities for customers who defaulted on their payments.
  - Supervised other field engineers in the installation and troubleshooting procedures.
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- Field Engineer, 2000-2006
  - AAI Corporation, Deming

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## Responsibilities:

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- Prepared and summarized recorded field events and reported directly to Chief Operator.
- Conducted impromptu visits to installation sites to ensure that work is properly done and safety requirements are observed.
- Planned, assessed, and maintained repair jobs on auxiliary equipments.
  
- Test Engineer, 1998-2000
- Cell phone World, Cleveland

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## Responsibilities:

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- Installed and upgraded internet cables.
- Assigned in the repair and troubleshooting of malfunctioned lines.
- Performed disconnection activities for customers who defaulted on their payments.
- Supervised other field engineers in the installation and troubleshooting procedures.
  
- Field Engineer, 2000-2006
- AAI Corporation, Deming

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## Certifications and Affiliations:

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National Institute of Electrical Engineers, member  
Certificate in Computer Electronics

## Sample #3

John Wayne  
5258 Hanka Rd  
Lamar, CO 81052  
(123)-8370-5500  
[email]

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## Objective:

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Seeking a Field Service Engineer position, to utilize my education and training in a fast paced and challenged environment.

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## Skills:

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- Excellent electro-mechanical and trouble shooting skills.
- Wide knowledge of anti virus technology, software & best practices, on LAN networks.
- Broad knowledge of internet and web technologies such as IIS, HTTP, HTTPS, SSL.
- Very good knowledge of ISO 9000 and FDA quality system regulation quality control guidelines.

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## Professional Experience:

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- Field Service Engineer, 2006 to till date
- Takashimaya Company, Limited., CO
  
- Conducted root cause analyses on test failure and developed and implemented repairs.
- Established and maintained proper business relationships with customers and peers.
- Troubleshoot and repaired mechanical, fluid power, electrical and electronic industrial machinery.
- Prepared field service reports using electronic applications.

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## Education:

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M.S in Computer Science Engineering, 2006  
University of Illinois, Urbana-Champaign

B.S in Mechanical Engineering, 2004  
Massachusetts Institute of Technology

## Sample #4

Tomas Hamilton  
4322 Rockford Mountain Lane  
Appleton, WI 54911  
(333)-580-7294  
[email]

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## **Job Objective:**

Looking for a steady position with a company as a Field Service Engineer. Prepared to remain long term with the right company.

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## **Highlights of Qualifications:**

- Hands on experience working as a Field Service Engineer
  - Expertise in performing troubleshoot on equipments of the trade
  - Operational knowledge of the voice and data signaling systems
  - Ability to perform electrical, electronic, and mechanical repairs to complex equipment
  - Familiarity with ISO 9001 principles and concepts
  - Outstanding ability to interpret electronic circuits and schematics
  - Ability to assemble and disassemble mechanical and electrical equipments
  - Amazing customer service skills
  - Proficient in working with Microsoft products and protocols
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## **Professional Experience:**

Field Service Engineer, August 2005 – Present  
Bruker Optics, Appleton, WI

- Provided support to the customers and resolved all malfunctions that occurred in the product.
- Assisted the Service Account Manager and performed system checks and maintained the inventory.
- Managed all emergency calls and visited the site and resolved all problems.
- Facilitated in tracking the activities of the site with the help of the tracking system.
- Answered all customer queries, filed the requests for enhancements and submitted it to the seniors.
- Organized training and assisted the customer to understand the broadcast products.
- Provided training to internal and external customers.

Field Service Engineer, May 2000 – July 2005  
Ericsson Television Inc, Appleton, WI

- Performed preventative maintenance on the system and validated it.
  - Scheduled all customer visit prior to the call and visited the site in case of complex problems.
  - Coordinated with the support department and performed all actions as suggested.
  - Updated all technical and administrator manuals and bulletins.
  - Provided technical solution to the problems that occurred in the field.
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## **Education:**

Bachelor's Degree in Electrical Engineering, Eureka College, Eureka, IL

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