
FIELD SERVICE TECHNICIAN RESUME

Objective:

To seek a responsible and challenging Field Service Technician position by associating with a growing organization

Summary of Skills:

- Operational knowledge of Customer Claim Management (CCM) system
 - Ability to analyze field incident data
 - Ability to read and understand schematic diagrams
 - Capable of disassembly and reassembly on complex mechanical devices
 - Good interpersonal and communications skills
 - Ability to work on weekends and overtime
 - Excellent written and verbal communication skills
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Work Experience:

Field Service Technician, August 2005 to till date
ThinkEnergyGroup.com, High Point, NC

- Examined pressure gauges and flow meters to detect abnormalities.
- Repaired and replaced pumps using hand tools.
- Replaced hydraulic components (oil lines, fittings, cylinders, valves, gaskets, pumps, etc).
- Installed hydraulic lines on new trucks and equipment.
- Collected, processed, & analyzed field incident data from equipment Customers Packagers and End Users through the (CCM) system.
- Coordinated corrective actions internally and externally.

Field Service Technician, May 2000 to July 2005
American Traffic Solutions, Inc, High Point, NC

- Inscribed and communicated trip report and failure analysis information to customers.
 - Assisted with coordination and processing of warranty returns, claims, and settlements.
 - Supported training courses at factory and customer site.
 - Communicated corrective actions to Customers.
 - Worked with customers to tailor, develop new training information and presentations.
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Education:

Associate Degree in Applied Science, University of Alaska Fairbanks, Fairbanks, AK

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