
Field Support Engineer Resume

Job Objective

Looking for employment as a Field Support Engineer with a top rated company that suits my expertise and experience levels.

Professional Experience:

Field Support Engineer, August 2005 – Present
Evertz Microsystems Ltd., Avoca, PA

- Coordinated with the technical support department and customers and resolved all problems.
- Managed the customer requirements and allotted duties to the staff members.
- Performed troubleshoot on the equipment and system at the customer site and repaired dysfunctional equipment.
- Provided after sale support for the client, such as software and hardware.
- Documented all the maintenance and repair work.
- Coordinated with the various departments in the special projects and improved the processes.
- Provided training to the new members who joined the Field Support Engineering team.

Field Support Engineer, May 2000 – July 2005
Panasonic Avionics Corporation, Avoca, PA

- Answered all technical queries for the customer related to firmware upgrade and general maintenance.
 - Performed troubleshoot on the application and diagnosed the malfunction and the root cause.
 - Assisted the customers and resolved the problem and recommended the necessary changes if they were required.
 - Coordinated with other departments and provided feedback obtained from the customers on the design change required by them.
 - Prepared the customer guides and provided information on the application, product, FAQ and the system configuration.
 - Scheduled installation of the product at the customer site and trained them on its usage.
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Summary of Qualifications:

- Admirable experience working as a Field Support Engineer for .Net applications
 - Exceptional knowledge of the Linux OS and server hardware
 - Sound understanding of the UNIX and Windows NT configuration
 - Ability to design a network with routers and switches
 - Remarkable ability to learn new technologies and use it
 - Amazing skills to understand the engineering principles and procedure
 - Familiarity in understanding the SAN and NAS storage system
 - Proficient in providing excellent customer service
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Education:

B.S in Agricultural Engineering, Raymond Walters College, Blue Ash, OH

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