
IT Field Engineer Resume

Job Objective

To obtain an IT Field Engineer position in which to use my past expertise to better the company and help it grow.

Summary of Qualifications:

- Remarkable experience in onsite technical customer support
 - Sound knowledge of desk side client support system
 - Familiarity with Windows 9X, Windows 2000 and Windows NT Workstation
 - Familiarity with protocols and large accounts
 - Ability to perform multi task and prioritize work
 - Ability to effectively handle escalations and time critical issues.
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Work Experience:

IT Field Engineer, August 2005 – Present

Amedisys Home Health Services, Clarksville, AR

- Maintained hardware and performed necessary repairs, identified problems and resolved it in a cost effective manner.
- Assembled hardware at customer site, installed and set up hardware, tested function and identified if re was any problem.
- Documented all service calls and facilitated billing process in accordance to warranty and contract.
- Prepared vendor paperwork and returned parts that needed to be replaced under warranty period.
- Updated knowledge of new technologies and formulated cost effective ways and satisfied client.
- Monitored all service problems encountered by client and escalated them to Field Engineer.

IT Field Engineer, May 2000 – July 2005

PC SOLUTIONS, Clarksville, AR

- Coordinated with client and implemented infrastructure at new agency site.
 - Performed installation and set up for equipments for required hardware and software.
 - Assisted third party vendors in installation of communication systems.
 - Performed tests on process and ensured that end user verified the working of process.
 - Trained end user in necessary communication and information security policies that are in accordance to agency requirement.
 - Performed troubleshoot on all network devices, identified problem and resolved it.
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Education:

Bachelor's Degree in Computer science, Carson-Newman College, Jefferson City, TN

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