
FIELD TECHNICIAN RESUME

Summary:

A professional field technician with proven experience in technical and customer support service; has vast knowledge in application system programming, diagnosis and development; can render work beyond office hours and can manage time wisely; results-oriented and passionate; with a driven spirit and optimism.

Professional Experience:

Field Technician February 2006 – Present
United Parcel Services, Sandy Springs, Georgia

Responsibilities:

- Installed and upgraded hardware and software installations for online professional access.
- Resolved software upgrades for bugs and glitches.
- Installed and maintained all hardware and software-related system.
- Repaired and maintained online UPS systems.
- Installed, performed troubleshooting and repaired imported Uninterruptible Power Supplies (UPS).

Field Technician May 2001 – January 2006
United Technologies Corporation, Hartford, Connecticut

Responsibilities:

- Provided software, hardware and operational support to ensure minimal down time and maximum staff productivity.
- Installed and maintained computer systems including software and hardware components.
- Installed and tested network infrastructure equipment including switches, routers, servers and structured cabling systems.
- Resolved malfunctions and problems via upgrade, modification, repair and external support assistance.
- Analyzed problems reported through 24x7 Hotlines, Online Customer Technical Support (CTS) systems and remote access.

Field Service Technician February 2000 – May 2001
Vocera Communications, San Jose, California

Responsibilities:

- Installed and upgraded hardware and software installations for online professional access.
- Resolved software upgrades for bugs and glitches.
- Installed and maintained all hardware and software-related system.
- Repaired and maintained online UPS systems.
- Installed, performed troubleshooting and repaired imported Uninterruptible Power Supplies (UPS).

Field Technician May 2001 – January 2006
United Technologies Corporation, Hartford, Connecticut

Education:

1998 – 2000 Masters in Engineering
Massachusetts Institute of Technology, MA
1994 – 1998 Bachelor of Science in Computer Engineering
Massachusetts Institute of Technology, MA

Skills:

- Proficiency and expertise in using VAX and UNIX OS
 - Proficiency in both written and verbal communications
 - Experience with T-SQL and LINQ
 - Expertise with .NET, C# and design patterns
 - Proficiency in Microsoft Word, Access and Excel (spreadsheets and report generation)
 - Effective time-management skills
-

Awards and Affiliation:

Dean's Lister, Massachusetts Institute of Technology, Batch 1998

[Build your Resume Now](#)