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PROFILE

Experienced in field service and customer support. Skilled at on-site diagnosis and resolution to mechanical and computer related issues. Critical thinker proficient in troubleshooting, product integration and training. Background in electronics, computer science and communication. My passion is helping others to utilize technology to improve their operations.

EXPERIENCE

Service Technician / Patterson Dental

January 2020 – Present

- Provide on site- technical support and service for dental technology equipment including radiography, imaging software and CAD/CAM.

Senior Field Service Engineer / Western Biomedical Enterprises, Inc.

June 2005 – December 2019

- Provide technical product support for dental radiography equipment and other devices, including installation, maintenance, diagnostics and troubleshooting.
- Provide comprehensive training for dental radiography equipment and imaging software.

EDUCATION / CERTIFICATION

- **BA/ Communication** / CALIFORNIA STATE UNIVERSITY / San Bernardino / 2010
- **AA/ Information Technology** / ITT TECHNICAL INSTITUTE / Sylmar / 2016
- **Linux Essentials** / LINUX PROFESSIONAL INSTITUTE / 2019

SKILLS

- Troubleshooting
- Technical Support
- Dental Radiography
- Digital Imaging
- GNU/Linux
 - Ubuntu/Debian
- G Suite
- Android
- git
- KVM/VirtualBox/Hyper-V
- Microsoft Windows
- Microsoft Office
- Adobe Creative Cloud