



EMMA JOHNSON

Bench Technician

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📍 Los Angeles
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PROFESSIONAL SUMMARY

Detail-oriented Bench Technician with 5 years of extensive experience in troubleshooting, repairing, and maintaining electronic and hardware systems. Proficient in utilizing diagnostic tools and techniques to deliver high-quality solutions efficiently. Eager to leverage technical expertise to enhance operational performance and contribute to team success.

WORK EXPERIENCE

Bench Technician

Seaside Innovations

📅 Mar / 2021-Ongoing

📍 Santa Monica, CA

1. Executed troubleshooting, repair, and maintenance of terminals, dock scanners, and printers, ensuring operational efficiency.
2. Tested and diagnosed lottery equipment to identify and resolve failure causes.
3. Conducted final quality assurance checks on equipment prior to deployment in the field.
4. Collaborated with field technicians to address terminal-related issues and procure necessary supplies.
5. Managed shipping and receiving of ticket stock and materials for field operations.
6. Assisted supervisors in resolving opening calls from the remedy system efficiently.
7. Delivered exemplary customer service, contributing to overall client satisfaction.

Bench Technician

Crescent Moon Design

📅 Mar / 2020-Mar / 2021

📍 Portland, OR

1. Troubleshoot and resolved hardware and software issues for Windows-based PCs, ensuring minimal downtime.
2. Identified and resolved technical problems promptly and professionally.
3. Built custom PCs tailored to customer specifications, enhancing client satisfaction.
4. Handled customer service, sales, and technical support tasks, demonstrating versatility and efficiency.
5. Achieved and exceeded daily, weekly, and monthly sales targets consistently.
6. Provided training and support to junior technicians, fostering a collaborative work environment.

EDUCATION

Associate of Applied Science in Electronics

Tech Valley Community College

📅 Mar / 2019 - Mar / 2020

📍 Santa Monica, CA

Focused on electronic systems, troubleshooting, and repair methodologies.

SKILLS

Quality Assurance

Hardware Diagnostics

Electronics Troubleshooting

Repair Estimation

Fault Diagnosis

Field Service Skills

INTERESTS

🤿 Scuba Diving

🎮 E-sports

📖 Reading Fiction

🧩 Puzzle Solving

STRENGTHS

📋 Stewardship

👥 Teamwork

🔑 Tenacity

👁 Vision

LANGUAGES



English



Russian



Italian

ACHIEVEMENTS

🌟 Reduced equipment downtime by 20% through efficient troubleshooting processes.

🌟 Successfully repaired 95% of returned devices on the first attempt.