

Robert Smith

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Bench Technician II

SUMMARY

Solutions-focused, motivated Bench Technician II with a comprehensive background in training, and management, specializing in the technical fields. Effectively define, develop, and implement targeted action plans ability to multi-task while working under pressure. Excelling at interfacing with broad populations including all levels of management, technical and non-technical staff.

SKILLS

Soldering, Preventative maintenance, Repair, Troubleshooting, Osha, 5S, Microsoft word, Calibration, Torque, Multimeter, Blm joint simulator.

WORK EXPERIENCE

Bench Technician II

Best Buy-Geek Squad - 2008 - 2019

- Responsible for the installation of hardware and software.
- Performing advanced repair for Windows and Mac OS including registry, BSOD and malware issues.
- Installation of hard drives, memory, graphics cards, and power supplies.
- Troubleshooting in person and over the phone for Windows XP/Vista/7 and Microsoft Office.
- Helped train new employees and provide education for clients.
- Shipping and receiving of client equipment.
- Consistently met or exceeded Customer Satisfaction Index (CSI) scores. Received multiple awards/recognition for Service Helped to increase productivity while remaining one of the largest repair facilities in the area.

Bench Technician

ABC Corporation - 2003 - 2008

- Handle customer calls and concerns.
- Perform basic maintenance on various forms of video equipment.
- Troubleshoot and solve electrical and mechanical issues in equipment.
- Consult with supervisor/coworkers on advanced mechanical/electrical issues.
- Setup, manage and update the companys internal computer network.
- Document inventory and daily tasks using custom software, Microsoft Excel, and Microsoft Works.
- This is Dummy Description data, Replace with job description relevant to your current role.

EDUCATION

Bachelor of Arts in Telecommunications - 1999(Michigan State University)