

ROBERT SMITH

Engineering Support Specialist

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Enjoy working with people and forming beneficial relationships. Seeks to secure a position utilizing customer-friendly and interpersonal skills in assisting individuals.

EXPERIENCE

Engineering Support Specialist

ABC Corporation - JANUARY 2004 - MARCH 2008

- Coordinate customer engineering changes.
- Worked directly with Engineers, Program Managers, and other departments to organize and validate the definition of products.
- Oversaw the implementation of material to reduce scrap.
- Defines, structures, or updates bills of materials for data entry input.
- Processed deviations - Issues part numbers and maintains product master file.
- Oversaw product level RoHS requirements.
- Track status to requirements, participate in conversions and drive to required compliance.

Engineering Support Specialist

Delta Corporation - 2002 - 2004

- Provide sales/engineering support for a nationwide dealer network
- Review bid to ensure that the truck specifications reflect customer requirements.
- Supported all CAD applications.
- Responsible for all issue resolution, upgrades, and new application deployment.
- Primary support of core desktop applications for the engineering functional groups.
- Managed engineering app and license servers in HP-UX and Windows environments.
- Maintain, organize, and distribute technical records and information.
- Generate department performance KPI metrics.

EDUCATION

- Associate Degree In General Studies - 2002(State Fair Community College - Sedalia, MO)

SKILLS

Adobe Photoshop, Adobe Illustrator, Adobe InDesign.