

## **TERRY TECHNICIAN**

3881 Main Street  
Anywhere, Ohio 44444  
(440) 555-4523  
myemail@hotmail.com

### **SUMMARY**

Experienced Technical Professional who works well with minimum supervision. Computer literate, with strong electronic, electrical and mechanical skills. Customer oriented problem solver with an ability to adapt to new situations. A quick learner with a desire for continuous personal growth. A reliable, hard working, and dedicated team player who works well under pressure. Diverse technical experience includes:

- NICET Level III in Fire Alarm Systems
- AutoCAD 2000
- Telephone PBX and Network Systems
- Security Systems and Closed Circuit Television
- Paging and Audio/Video Systems
- Component Level Troubleshooting

### **PROFESSIONAL EXPERIENCE**

**ABC Fire Prevention** - Somewhere, Ohio  
*Major fire protection company.*

**2001 - Present**

#### **Design Engineer II**

Design hardware layout and programming for fire alarm control panels according to customer specifications and all applicable standards. Prepare drawings to specifications using AutoCAD 2000. Provide technical support to field personnel and electrical contractors.

- Co-developed and tested template program for new addressable audio evacuation amplifier that provided a base program to be used by systems engineering and technical support personnel.
- Analyzed an existing fire control program and duplicated operations in newer operating system that provided the customer with an affordable upgrade path.

**AJAX COMMUNICATION** - Acme Center, Ohio

**1999-2000**

*Provider of business telephone and voice mail systems...*

#### **Field Engineer**

Repaired and serviced moves, adds and changes to telephone PBX systems. Switch types included Siemens/Rolm, Iwatsu and Executone.

- Improved customer response time by creating and implementing Intranet-based customer request form for service changes and repairs.
- Reduced telephone faceplate print time 75 % by designing Excel templates for each phone type.

**GLOBAL BUSINESS SYSTEMS - Acme, OH**

**1997-1999**

*World's leading ....*

**Customer Support Representative**

- Installed and repaired banking equipment, controllers, servers, printers, workstations and personal computers on customer premises.
- Orchestrated construction of computer rooms, from receiving and approving bids through completion.
- Sold cabling, battery backups, disaster recovery, air conditioning and other services.
- Provided help desk support for personal computers.
- Documented parts inventory using remote data collection computer for direct central site processing.
- Effectively managed overtime and callouts.

**WIZARD ELECTRONICS- Acme, OH**

**1995-1997**

*Provider of .... systems ....*

**Installation Technician**

Provided wiring and installation information to electrical contractors, programming systems to engineer's specifications, tested and guaranteed acceptance by the authority having jurisdiction.

- Successfully supported wiring of the following major construction projects in the community: XXX, XXX, XXX and XXX.
- Researched and modified fire alarm hardware and software to provide customer with small remote emergency paging stations.
- Eliminated time required by industrial fire brigade to reset non-alarm fire panels by devising an automatic reset process.

**EDUCATION AND PROFESSIONAL DEVELOPMENT**

Associate of Arts, Electrical Engineering  
Stark Technical College - Canton, OH

Cuyahoga Community College, Cleveland, OH  
Telecommunication / Network sequence  
AutoCAD

Industry sponsored training seminars:  
PROTECTOWIRE Fire Systems, linear heat detectors  
Vision Systems – VESDA, aspirating smoke detection systems