

Aman Chika

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SUMMARY

Technology professional with electronics, field service, and computer support experience, possesses over eighteen years of knowledge providing technical assistance to business professionals. Experience includes computers, peripherals, electronics, POS, machine repair, electromechanical, and RF equipment repair. Has previous field account management skills and is adept at developing new processes with the ability to exceed technical, business, and customer requirements.

SKILLS

Field Service
System Maintenance

Technical Documentation
Electronics Repair

Computer repair
Training

EXPERIENCE

Mettler Toledo

7/2013-Present

Field Service Representative II - Retail

Responsible for testing, calibrating, and repairing electrical, mechanical, electromechanical and electronic measuring, recording, and indicating instruments and equipment.

- o Sets up standard and special-purpose measurement equipment in customers' facilities.
- o Repairs instruments and equipment, and inspects components for defects.
- o Aligns, repairs, replaces, and balances component parts and circuitry. o
- Calibrates instruments and equipment.
- o Installs new equipment in customers' facilities.
- o Software configuration, trouble-shooting, and repair

Field Service Representative- Lab

2/2017-Present

Performs calibration and preventative maintenance on weighing equipment.

- o Performs calibrations and preventative maintenance duties.
- o Actively updates and ensures data integrity of the service database.
- o Ensures customer uptime requirements are met and that PM work is completed on time.
- o Resolves first line customer complaints and helps resolve invoicing problems.
- o Performs service on special products as designated.

Tolt Service Group
Regional Service Technician II

2/2011 - 7/2013

Servicing of customer accounts, providing troubleshooting, maintenance, repair, and recovery of failed IT hardware and Point of Sale Equipment in live retail and office environments. Repairing equipment within service level agreement time requirements.

- o Project-based IT hardware installations
 - o Lexmark, HP and IBM printer repair.
 - o Server support
 - o IBM POS equipment
 - o Register scanner scales and produce scale repair

eCollege, Denver, CO
Sr. Helpdesk Technician

11/23/07-2/2011

Responsible for assessing and answering all technical related issues from users via email, chat, and phone.

- o Researched system/user software and hardware issues associated within the online course environment.
- o Remote accessed client computers to repair and resolve system and virus issues.
- o Resolved all Help Desk requests within a one-hour time limit.
- o Worked with Educational Partners to assist with special request.

On Command Corp, Washington, DC
Field Service Representative

1/2006 – 5/2007

Responsible for providing on-site support for the On Command product line, including: preventative maintenance, updates, system level problem resolution and frequent customer contact.

- o Basic maintenance and routine repair of equipment.
- o Performed monthly updates and quality checks by loading current software, and checking/testing basic computer functions and systems to maintain current movie, game and music content.
- o Provided on-site troubleshooting, support and resolution for emergency situations and in response to non-emergency problems.
- o Conducted regularly scheduled monthly and quarterly preventative maintenance of various systems to insure optimum levels of operation. Provided proactive repairs of hardware in accordance with company standards.

- Installed and maintained satellite equipment, including dishes, receivers, RF lines and related electronic devices.
- Utilized video network conferencing software to troubleshoot and diagnose issues related to system functionality. Provided technical assistance to hotel employees via phone, providing simple instructions and troubleshooting techniques.

Northrop Grumman IT, Suitland, MD

2001 - 2006

Helpdesk Analyst

Assisted 200 plus government employees with hardware, software, and satellite data issues. Provided troubleshooting and helpdesk support to users via telephone and email. Utilized Lotus notes trouble-ticket system to record and track user calls and emails. Supported minor peripheral and computer repairs while escalating larger issues.

- Provided satellite data ingestion and quality control support.
- Demonstrated high quality, results driven, prompt, and professional customer service and support to instill confidence in technical advice and directions.
- Reduced the stress levels of customers by adopting a cooperative attitude and a positive approach to every task and assignment.
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Litton/PRC, Suitland, MD

1997 - 2001

Electronics Technician

Two years experience troubleshooting electronics systems including satellite communication boards and related microwave equipment. Built, maintained, and repaired computer systems to improve speed, reliability, and efficiency of operation. Repaired printer and other peripheral equipment.

- Provided satellite data ingestion and quality control support.
- Assisted customers with hardware and software issues, troubleshooting and resolving a variety of performance issues.
- Exceptional relationship-building skills communicating with all levels – from customer to technical staff to senior management.
- Background in analysis, development and adapts easily to new technology.

EDUCATION

Bachelor of Science in Computer Engineering, May 2004

Capitol College, Laurel, Maryland

Areas of study included:

Circuit Theory

Digital Design

Electronics Devices

Automated Test Systems

DC/AC Circuit Analysis

Computer Architecture

Microprocessors

C/C++ Programming

Java Programming

Software Engineering

Database Management

Operating Systems

Network Simulation and modeling

Network Security

Certificate in Field Service and Computer Technology, 1996

Test College, Beltsville, MD

Areas of study included:

Electricity

Video concepts

Electronics

Computer Service/Digital Electronics

Accounting, 1987 – 1990

University Of Maryland, College Park, MD

TECHNICAL CERTIFICATIONS AND AWARDS:

A+ Certification

The Deans List: Six Semesters