

Benjamin Ross

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Mr. Can Do Attitude

Work Experience

Electronic Equipment Contractor

10/2004 to Present; Wrath Custom Electronics, Denver, CO

- Provide clients found through referral, walk in, and online website leads with sales, installation and repair services for consumer electronics and computers.
- Schedule appointments and build relationships with potential customers to design an individually tailored and comfortable experience each and every time.
- Coordinate shipping and receiving and manage the inventory level of parts as well as products for sale to meet the flexibility requirement of the market demand.
- Balance the financial budget of operating capital and expenses and evaluate growth or decline patterns to anticipate sales and market strategy.

Facilities Maintenance Technician

12//2018 to Present; Research Electro-Optics / Excelitas, Boulder, CO

- Facilities Support for an ITAR and ISO9000 manufacturing company in all aspects of daily productivity needs to maximize functional production and streamline comfort within building.
- HVAC, Plumbing's, and Basic Electrical coverage of entire facility and coordination with external vendors or contractors for more major or extensive demands.
- Use of electronics, PLC, Schematics, and Tech Support to troubleshoot and preform preventative maintenance on CNC, Pneumatic, and Robotic manufacturing equipment.
- Respond quickly and with urgency to triage issues in a Safety, Line Down, Machine Down, or Routine protocol in order to establish clear directives for daily work flow.

Medium Duty Vehicle Mechanic

5/2015 to 12/2018; Holman Automotive / Custom Truck One Source, Aurora, CO

- Build crane trucks for BNSF in Union Pacific Rail Road to the exacting standards provided by the Colorado Department of Transportation.
- Utilize working knowledge of electronics, hydraulics, welding and metal fabrication systems to produce field work vehicles capable of performing rail way maintenance.
- Creating completely customized one off vehicles to meet customer specific needs with specialized railroad components.
- Accurate build log data and schematic creation utilized to document what was built and allow future technicians to easily troubleshoot or make repairs.

Ultrasound Probe Technician

8/2014 to 5/2015; GE Healthcare , Golden, CO

- Refurbish and test endoscopic ultrasound probes to the exacting class 1 medical device standards to guarantee premium quality and safety for health exam and surgery patients.
- Production is significantly preformed under a microscope to guarantee the finest details are not missed and as near to perfect conditions are achieved when repairing transducer and housings.
- Micro soldering, component assembly, and minor fabrication are being used to consistently produce the number of units needed to return excellent product to customers as quickly as possible.
- Data collection is a crucial aspect of medical imaging equipment and is provided by way digital document tracking used to allow global transparency and oversight.

Electronics Repair Technician

1/2013 to 2/2014; CTDI / Adecco , Aurora, CO

- Followed IPC 7011 and 610A standards to diagnose and repair multi-layered circuit boards at the semiconductor level to provide customer satisfaction for Comcast.
- Utilized oscilloscopes, spectrum analyzers, and digital multi meters to evaluate the proper component and method of replacing dysfunctional IC Chips in set top boxes.
- Understanding of schematic and RF signal transmission to identify problematic subcomponent and eliminate possible latent failures.

- Quota driven performance achieved by quickly recognizing units deemed beyond economical to repair to offer maximum profitability to our client.

Electronics Installation Technician

12/2011 to 10/2012; Linkmont / TekSystems, Denver, CO

- Strict adherence to blueprint guidelines to perform proper installation maintenance, and troubleshooting of CoPilot / CADAVL network devices for RTD.
- Utilized various hand power tools to securely and safely mount electronic assemblies into mass transit busses and light rail vehicles.
- Thorough knowledge of wiring termination and routing to accomplish stringent levels of data communication accuracy to help guarantee vehicle location and security.
- ISO 9001 compliance standards used to demonstrate the quality and functional effectiveness of installation techniques for longevity and visually pleasing results.

Technical Supervisor

11/2008 to 11/2009; Best Buy / Geek Squad Services, Co Springs, CO

- Use wealth of knowledge gained through years of sales and installation experience to lead a team of motivated installers at Best Buy.
- Generate schedules and provide feedback to team members to ensure optimal performance and highest standards are delivered to our clients.
- Work in contact with other management positions and retail stores within our district to deliver a uniform experience and uphold our 5 point pledge.
- Mentor and guide new sales agents on a path toward enthusiastic and imaginative sales strategies which solve our clients' goals and achieve an outstanding level of customer satisfaction.

Mobile Electronics Technician

1/2002 to 1/2007; Lakewood Fordland / Southwest Dealers Service, Lakewood, CO

- Used previous experience to help develop an inventory protection pilot program at a franchised Ford dealership to create an additional revenue center.
- Make contact with customers by telephone and in person to schedule appointments and provide technical information and conflict resolution.
- Maintain a personal network of professionals including vendors, wholesalers and distributors as well as customers and various dealership employees to solve any daily problems.
- Help the sale to customers, by demonstration, as to audio, video, and security system benefits and functionality to help consumers make an informed decision.
- Responsibilities include install, de-install, maintain, and troubleshoot alarm systems in order to help provide around-the-clock customer service for GO, O'Meara, and Lakewood Ford.
- Maintain a mobile inventory of wiring connectors, tools, and equipment hardware to insure an acceptable amount of necessary components.

Education

2/2008 International Brotherhood of Electrical Workers (IBEW), Denver, Colorado

- Vocational Electrician Training Program

4/2008 Johnston Supply EPA Certification, Denver, Colorado

- Universal CFC Certified Technician Refrigeration Systems

3/2000 Urban League Technical Training Institute, Denver, Colorado

- Vocational Outside Deployment of Telephone and Cable

5/1999 Community College of Denver, Denver, Colorado

- Dean's List with an overall 3.29 Grade Point Average
- While working towards an Associate's degree, I also attended many classes in personal enrichment.

References

Reference Name	Phone	Type
▪ Jim McLaughlin	602-757-2321	Professional
▪ Nick Ramos	720-350-9649	Professional
▪ Don Evans	720-560-0298	Personal

Additional Info

I'm licensed in Colorado as a resident producer for life and health insurance LICENSE 97846

I love art and have practiced art work professionally to some extent for the past 8 years. I have used sculpture and symmetrical design in my custom fiberglass work. Airbrush painting to accent and establish realistic perceptions of depth on pieces. Also pencil and ink to create attractive visuals for paper and tattoo images.