

# Danilo M Cruz

Copier/Laser Printer Field  
Service Technician and  
Management Professional

## Contact Information

### Phone

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## Skills

Customer Service Skills

Adaptable and Flexible

Friendly and Positive

Problem Solving

Teamwork

Professional and Responsible

Attention to Detail

Empathetic

## Certifications & Languages

- ✓ Canon HP Brother Epson  
Certification
- ✓ Philippine Native
- ✓ Spanish A1 Certificate

## Career Summary

Positive and outgoing customer focused professional with over 33 years of customer service experience working in a corporate setting. Managing and working with team leaders with the ability to adapt to constantly changing priorities and situations depending on the events or situations. Superb time management skills with the ability to coordinate, organize and direct large crowds of people. Labor, safety, and compliance focus with experience working with people from many different backgrounds and cultures.

## Work History

### 2004 - 2019 Owner/Operator

#### Danny Cruz Laser Printer Repair and Supplies Southern California

- Operated and managed full-service Laser Printer/Copier Onsite Repair and Maintenance with same day response.
- Provide yearly service contract.
- Supply OEM or quality remanufactured toners to clients
- Sales on new and refurbish printers or lease options.
- High pressure and high-volume customer management.

### 1992-2004 Production Manager

#### PSI (Peripheral Support Inc.) Wilmington, CA

- Planning and Organizing Production Schedules.
- Assessing project and resource requirements.
- Estimating, negotiating and agreeing budgets and timescales with vendors.
- Ensuring the health and safety regulations are met.
- Determining quality control standard.
- Overseeing production processes.
- Organizing the repair and routine maintenance production equipment.
- Organizing relevant training sessions.
- Maintaining min/max inventory level.
- Oversees shipping and receiving.

### 1986-1992 Circuit Board Technician

#### EF Industries Gardena, CA

- Test, Diagnose, Troubleshoot and Repair printed circuit board for DIGITAL Mainframe Computer.
- Test and repair cable boxes.
- Test and repair Hard Disk Drive in a clean room environment .
- Test, troubleshoot and repair HP and Canon printer main board.

