

DAVID G. MEDINA

AURORA , COLORADO

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Professional Profile

Highly skilled, detail-oriented professional with high-level experience with Ricoh copiers, printers, and fax machines. Proficient at quickly diagnosing problems and discussing options with customers and performing the appropriate repairs. Specializing in excellent customer communication.

Professional Experience

Frontier Business Products | Aurora, Colorado

Copier Technician: 10/2004 – present

- Certified in 24+ models of Ricoh copiers, printers and fax machines.
- Responsible for 10 zip code territory, including downtown Denver.
- Perform pre-install inspections for voltages, size dimensions and delivery information.
- Ability to prioritize down machines to better serve my customers.
- Well-versed on latest firmware and firmware applications (SD cards and download applications).
- Exceptional ability to perform preventative maintenance on schedule.
- Strong communication and negotiation skills when working with customers.
- Competent doing major repairs, large installs and routine maintenance. .
- Excellent instructional and training communication with customers.
- Serve as focal point of contact for communication with customers and company personnel.
- Able to perform duties with minimal supervision.
- Comfortable with all hand tools, power tools and meters.

Certifications

A+ Certification, HP and Lexmark Training