

Rafael B.

Cell: 720-438-9427

rafaelbeltran76@yahoo.com

Summary

Technical Support Representative skilled at resolving complex customer service issues in a timely manner. Service Manager with 3 years in technical/customer support, resolving complex issues. Critical thinker who addresses customer support issues quickly and who consistently and exceeds performance standards. Effectively identifies problems using advanced troubleshooting skills. Successful at driving financial and productivity results.

Dynamic Service Manager who provides sustainable and cost-effective alternatives to existing electrical products and procedures. Dedicated team player with extensive knowledge of electrical engineering concepts and a creative aptitude for new product development. Certified Computer and Electronic Engineering Technician, talented at creating, repairing and modifying electronic assemblies quickly and efficiently.

Strong background in PLC (Programmable Logic Controllers), computer controls, digital circuitry and diagnostic and operational testing.

Experienced Field service technician with over 13 years of experience in high and low volume copier's, and Certified on Kyocera, HP, Konica Minolta, Savin, Lanier, Ricoh and color specialist.

Highlights

Test equipment operation	Proficient multi-tasking ability
Diagnostic testing	Electronic test tools
Safety-oriented	Specialist in high/low volume copiers and printers
Konica software proficiency	Outward associate in Konica Minolta
Fluent in English and Spanish	Color specialist
Diagnostics specialist	Field service technician

Accomplishments

- Computer and Electronic engineering Technology Associate of Science degree
- Certified Tech with NARTE (National Association of Radio and Telecommunication Engineer)
- Outward Associate on Konica and Kyocera
- Technician of the Month several times, for having the best numbers in the company in service Experience

Rod Martin Complete basements systems (Denver,co)

1/18-present

Service tech sales

- Receive service call daily, responsible for taking care of all complete basement systems, inspection, troubleshooting, scheduling any warranty work for production crew, replacing any sump pumps, alarms, fixing any leaking pipes or joints, redoing encapsulation if needed.
- Troubleshooting any water problem, electrical, foundation issues
- Benchmark any piers, wall anchors and wall brace. Cranking after leveling wall and full inspection of home, cracks, settling problem.
- Filling out paper work, invoice, resulting and pushing paper thru i360 or bizwiz. collecting payment
- Sale appointments, responsible for full walk thru with customer about problem. Give customer knowledge about problem and why it has accord, and how we can help to solve the problem
- Get measurement of problem area in LF,Sq Ft, cube yards and draw up a full scale of basement, craw space or work area.(drafting or schematics drawing)
- Doing a full proposal, with customer project, project info, checklist, materials, drawing, warranty, engineer stamp, permits, pictures ect.
- Scheduling engineer, scoping, or crew . Following up with customer for any problems, or issues until the job
- Responsible for company van, cleaning, organizing, and inventory for parts and tools

**Rebox-
Warehouse manager/Lead Tech**

10/15 – 1/18

- Managing a 6,000sq ft ware house
- Reviewing weekly timeline, warehouse expense and payment
- Supervise the receiving and loading team on daily truck arrival for copiers from truck, testing, inspecting and trouble shooting of units.
- Filling out paper work (PO,HOL, receiving forms) and making sure the owner receives them
- Managing team to make sure they are efficient with their time on work loud (Cleaning copiers from ADF all the way down to the last tray ,making sure they have good copy quality)
- Fixing any parts on the copier tear 3(service codes, jam codes, maintenance, rebuilding fuser, drum, transfer belt, feed rollers, sept tires ,clutches, solenoids, plastic covers etc.)
- Updating any firmware
- Responsible for reporting monthly inventory of warehouse, supplies and equipment
- Increase rate of loud for packaging copiers and finisher for shipment, and lower supply cost by 35%
- Scheduling truckers for pick up (bst, around the clock, STI, etc.)
- Making sure work environment is always clean and safe

**Mas Tec,
Digital life Field Service Technician**

4/14 – 11/15

- Serviced, maintained and installed security systems and security cameras
- Fire Alarm certified, and Burglary Alarm certified
- Installer of motion sensor, magnates contacts, thermostat, keypad, DLC(digital life controller) and door lock , HPAV, bridges, digital life camera system
- Wired power cable; made and wired cat5 cable and fishing through the wall.
- Experienced at making a 'regular' house into a 'smart house'
- Trained customers how to use their new systems and link them up to online software, alarm and/or camera
- Worked with schematics ,manuals, bulletins, ohms meter ,voltage and current
- Troubleshoot circuits , main boards and power supply
- Updated firmware and DLA version •Responsible for my own inventory, company tools and truck
- Knowledge on OPUS, d.light and RSA security

**Copy Source,
Field Service Technician**

1/10– 8/13

- Field Service Tech from 595 to the keys
- Service high and low volume copiers and printer
- Prepared equipment for all operations.
- Troubleshoot manufacturing and inspection test equipment on electronic parts of building facilities.
- Maintenance and repair of over 250 systems
- Customer Service
- Management of parts and inventory
- Worked with schematics ,manuals, bulletins and blue prints
- Intensive use of Electronics Testing Equipment to test voltage and current (DMM, Volt meter) Troubleshoot circuits, main boards and power supply; updating and print drivers
- Worked on Konica, Savin, Ricoh, Brother and many more
- Troubleshoot circuits, main boards and power supply; update and print drivers

**R&I interstates,
Office Manager**

4/09 – 1/10

- Responsible for managing over 15 trucks in the United State, dispatching, mc #, payment ,inspecting, finding freight load(air ride or freezer)
- Managed office and staff
- Negotiated with broker load rates, getting contracts and load agreement
- Responsible for any issues with the truck load ,trucker driver (tickets, damage to freight, updating any problems or delays on arrival time , managing drive time and efficiency)
- Office tech(IT service - provided maintenance for copiers and printers)
- Field Service Tech of south Florida from 595 to the keys
- Service high and low volume copiers and printer
- Prepared equipment for all operations.

- Troubleshoot and inspect test equipment on electronic parts of building facilities.
- Maintenance and repair over 250 systems
- Customer Service (making the customer happy, and keeping the customer inform of any problem or parts order)
- Management of parts and inventory
- Work with schematics ,manuals, bulletins and blue prints
- Intensive use of Electronics Testing Equipment to test voltage and current (DMM, Volt meter)
- Worked on Konica, Savin, Ricoh, Brother and many more
- Troubleshooting circuits, main boards and power supply; updating and print drivers

**Dex Imaging,
Field Service Technician**

4/07 – 4/10

- Worked on high and low volume copiers and printers
- Prepared equipment for all operations.
- Verified that all required information was readily available and displayed correctly. Maintenance actions and completed records.
- Troubleshoot, repaired and service all types of brand and systems.
- Monitored well production equipment.
- Troubleshoot manufacturing and inspection test equipment on electronic parts of building facilities.
- Constructed and tested electronic circuits and installed point-to-point wire harnesses and connector.
- Installed print drivers and connected printers and copiers to service, updated firmware and software

Education

ITT Technical Institute

Associate of Science Degree Computer and Electronics Engineering Technology (11-26-2006)

Coursework in: Industrial Manufacturing, Safety Engineering, Tooling Technology Manufacturing and Process Technology, Mechanical Systems coursework, Electrical Engineering coursework
NARTE