

NATHAN RHODES

FIELD SERVICE ENGINEER

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STRENGTHS

-  **Technical Problem-Solving**
Approach obstacles creatively to secure timely resolutions, earning recognition for effective incident handling.
-  **Communication Skills**
Harness simple yet impactful interactions to clarify complex concepts with clients, leading to sustained rapport and loyalty.
-  **Project Leadership**
Coordinate teams seamlessly, shaping strategies and objectives for maximum efficiency and influence over project outcomes.
-  **Client Relationship Management**
Build trust and confidence across interactions to enhance service satisfaction, becoming a top contact point for routine inquiries.
-  **Adaptability**
Respond proactively to changing demands and situations, applying creative thinking to navigate unexpected barriers effectively.

SKILLS

Transformer Lifecycle Management

Electrical Testing

Hardware-Software Integration

Customer Support

Project Management

Technical Troubleshooting

Microsoft Office Modbus BACnet

Sensor Installation

Firmware Upgrades Relay Testing

SUMMARY

Experienced Field Service Engineer dedicated to enhancing critical infrastructure within data centers and utilities. Over five years, developed expertise in transformer lifecycle management and hardware-software integration. Consistently built strong customer relationships and provided quality service through strategic project leadership. Proficient at diagnosing technical issues, optimizing systems for efficiency, and operational improvements that lower costs and increase productivity. Currently expanding skills in electrical testing, remote support services, and team collaboration, with a focus on contributing positively to the team's success and delivering results for stakeholders.

EXPERIENCE

Field Service Engineer

Innovative Energy Solutions  January 2024 - Present  Kansas City, MO

- Oversaw technical operations as a Field Service Engineer, primarily focusing on transformer projects across multiple sites, which reinforced energy system reliability for numerous clients. Relationships cultivated during installations complemented efforts in efficiently solving complex technical problems.
- Conducted comprehensive transformer installations, ensuring compliance and functionality across more than 20 data centers.
 - Led electrical performance tests, assuring adherence to regulatory standards while providing actionable insights for future enhancements.
 - Served as liaison for customer inquiries, establishing trust and driving successful service delivery.
 - Enhanced workflow efficiency by 15% through optimized software integrations of transformer systems.
 - Allocated tasks strategically among teams, simplifying project execution while minimizing delays and costs.
 - Utilized industry protocols such as Modbus and BACnet effectively for ongoing monitoring solutions.

Field Technician

PowerTech Services  June 2020 - December 2023  Columbia, MO

- Played a pivotal role assisting with field operations focused on transforming electrical infrastructures throughout utility networks. Spearheaded initiatives for rigorous maintenance protocols, ensuring long-lasting equipment performance.
- Installed and maintained electrical transformers, elevating process reliability across service territories.
 - Executed protection relay tests via Omicron relay sets, certifying accurate measurements essential for diagnosing issues.
 - Configured physical connectivity settings, facilitating superior control across integrated systems, improving efficiencies.
 - Devised procedures leading to a 20% extension of equipment life, providing improved value and sustainability.
 - Collaborated cross-departmentally with engineers to resolve challenges swiftly, promoting enhanced logistical responsiveness.
 - Trained new technicians in safety practices, reinforcing a culture committed to compliance and professionalism.

Integrated Hardware Solutions

Configuration Validation

Energy System Improvements

Utility Networks Maintenance

LANGUAGES

English Native

Spanish Intermediate

MY CAREER



● Field Service Engineer at Innovative Energy Solutions (2.6 Years)

● Field Technician at PowerTech Services (3.5 Years)

● Field Support Technician at Tech Innovations Corp (1.8 Years)

Field Support Technician

Tech Innovations Corp 📅 July 2018 - May 2020 📍 Springfield, MO

Delivered exceptional technical support in field environments, enhancing client relationships and satisfaction by implementing effective communication techniques in routine operations.

- Provided on-site assistance with hardware and software implementations, fostering lasting customer engagement.
- Performed proactive maintenance checks and troubleshooting on circuits, successfully reducing downtime significantly.
- Actively participated in ongoing training geared towards understanding emerging technologies and best practices.
- Maintained accurate documentation of all services, essential for regulatory compliance and operational transparency.
- Facilitated coordination between departments, tackling multifaceted technical challenges collaboratively.
- Boosted client outreach initiatives, resulting in consistent positive feedback and repeat service requests.

LEADERSHIP & AWARDS

- Employee of the Month at Innovative Energy Solutions, March 2025, recognized for outstanding technical problem-solving abilities.
- Safety Excellence Award from PowerTech Services for initiating safety training programs, leading to zero accident occurrences in 2022.

EDUCATION

Associate of Applied Science in Electrical Engineering

University of Missouri 🎓 GPA: 3.5 📅 2018 📍 Columbia, MO

Coursework: Circuit Analysis, Power Systems, Digital Electronics, Control Systems

CERTIFICATIONS

- Certified Electrical Technician (CET) 📅 2021
- OSHA 30-Hour Safety Certification 📅 2022

TECHNICAL SKILLS

- **Network Protocols:** Modbus,BACnet,IEC61850
- **Testing Equipment:** Omicron Relay Sets,SEL Relays,RTR
- **Operating Systems:** Windows,Linux,macOS
- **Collaboration Tools:** Microsoft Teams,Zendesk,JIRA
- **Documentation Tools:** Confluence,SharePoint,Google Drive
- **Project Management Software:** Asana,Trello,Basecamp
- **Safety Standards:** OSHA,ISO 9001,CSE
- **Data Analysis Software:** MATLAB,Excel,Python
- **Engineering Design Tools:** AutoCAD,SolidWorks,EPLAN
- **Quality Assurance Standards:** ISO 14001,CE Marking,UL Standards

PROFESSIONAL AFFILIATIONS

- Member of the National Society of Professional Engineers, enhancing professional network and knowledge-sharing.
- Active participant in local engineering meetups, fostering community development and lifelong learning.

ADDITIONAL INFORMATION

Work Status : Authorized to work in United States. No sponsorship required.

REFERENCES

AVAILABLE ON REQUEST