

Elijah Juarez

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SUMMARY

Field Service Technician with nine years supporting digital printing, imaging, office systems, and electro mechanical equipment in customer focused operating environments. Installs, maintains, troubleshoots, repairs, and documents **multi vendor systems** while balancing daily travel, changing priorities, **preventive maintenance**, and responsive technical support. Uses **mechanical aptitude**, electrical reasoning, networking fundamentals, and disciplined diagnostic methods to restore **equipment reliability** and uptime. Trains operators in practical equipment use, communicates clearly with customers, and maintains accurate service records for follow up and accountability. Progressed from junior service work into senior field ownership by resolving difficult issues, coordinating with suppliers and peers, and sharing practical guidance. Brings dependable judgment, clear communication, and hands on service experience suited to regional customer support.

EXPERIENCE

Senior Field Service Technician, Print Systems January 2024 - Present
Pioneer Print Systems Worcester, MA

- Lead regional service coverage for digital printing and **imaging equipment**, owning installations, repairs, preventive maintenance, **customer communication**, service records, and operator support across demanding customer environments.
- Installed **digital printing** equipment onsite, then validated output quality and operator readiness.
 - Diagnosed intermittent imaging faults through electrical checks, mechanical inspection, and documented test results.
 - Completed **preventive maintenance** visits that supported dependable uptime across customer production environments.
 - Resolved remote and onsite service requests while keeping customers informed throughout each **repair**.
 - Trained operators on safe equipment use, routine checks, and practical issue reporting.
 - Updated **service documentation** for clear handoffs, follow up work, and equipment history.
 - Coordinated suppliers and internal peers during complex multi vendor equipment repairs.
 - Shared troubleshooting guidance with technicians, improving consistency across recurring service calls.

Field Service Technician, Production Technology June 2021 - December 2023
Atlantic Production Technologies Springfield, MA

- Supported customer production technology through regional **installations**, repairs, preventive maintenance, remote assistance, **operator training**, and accurate documentation, with steady attention to equipment reliability and service quality.
- Installed production equipment at customer sites and confirmed network connectivity before handoff.
 - Repaired mechanical and electrical faults using schematics, meters, and structured troubleshooting.
 - Performed scheduled **preventive maintenance** that reduced repeat service visits for customer equipment.
 - Provided **remote technical support** for operators needing fast guidance during production issues.
 - Documented repairs, parts, test results, and customer communications in service records.
 - Trained operators on startup checks, safe operation, and basic troubleshooting steps.
 - Managed **daily travel** across regional accounts while maintaining responsive **customer communication**.
 - Escalated complex robotic and imaging issues with concise findings for supplier review.

Service Technician, Automation and Imaging April 2019 - May 2021
Northeast Automation Services Providence, RI

- Delivered field support for automation, imaging, and electro **mechanical systems**, handling customer visits, diagnostics, repairs, maintenance, documentation, and practical training under varied operating conditions.
- Troubleshoot automation equipment through sensor checks, wiring reviews, and controlled restart procedures.
 - Repaired customer equipment after isolating mechanical wear, electrical faults, and configuration errors.
 - Performed **preventive maintenance** inspections that kept assigned systems ready for production.
 - Supported operators onsite and remotely with clear instructions during urgent service calls.
 - Recorded service findings, replacement parts, and verification steps for reliable follow through.
 - Coordinated customer access, travel timing, and equipment status before scheduled visits.
 - Adapted diagnostic methods across multi vendor platforms and unfamiliar equipment configurations.
 - Provided concise service updates that helped customers plan production around repair work.

Junior Service Technician, Office Systems October 2017 - March 2019
Bay State Office Systems Framingham, MA

Built foundational **field service experience** supporting office imaging and printing systems through supervised installations, maintenance, troubleshooting, customer assistance, and **service documentation**.

- Assisted senior technicians with printer **installations**, equipment checks, and customer site preparation.
- Inspected mechanical assemblies and cabling during supervised troubleshooting visits.
- Completed assigned **preventive maintenance** steps using documented procedures and quality checks.
- Guided operators through basic startup, cleaning, and issue reporting instructions.
- Entered accurate service notes covering symptoms, actions, parts, and verification results.
- Supported **customer communication** by confirming arrival times, repair status, and next steps.
- Used basic computer and networking checks when diagnosing connectivity related service calls.
- Learned safe handling practices for electrical, mechanical, and **imaging equipment** in field settings.

PROJECTS

Regional Digital Imaging Reliability Program 📅 2025

Improved service consistency across regional imaging accounts by combining preventive maintenance planning, equipment history review, operator guidance, and structured repair documentation.

Multi Vendor Production Equipment Support 📅 2023

Supported varied production platforms through repeatable diagnostic checks, customer communication, supplier coordination, and practical field repair procedures.

LEADERSHIP & AWARDS

- Senior technician recognition for dependable customer support and clear resolution notes.
- Team leadership recognition for sharing practical troubleshooting guidance with newer technicians.
- Customer service commendation for responsive communication during urgent production equipment repairs.

EDUCATION

Associate of Applied Science in Electromechanical Technology

2017

Quinsigamond Community College GPA: 3.5

Worcester, MA

Coursework: Electrical systems, mechanical systems, digital printing, computer networking

CERTIFICATIONS

- CompTIA A+ 📅 2022
- OSHA 10 Hour General Industry 📅 2021

TECHNICAL SKILLS

- **Printing Equipment:** Digital printers, imaging systems, production presses
- **Electromechanical Systems:** Motors, sensors, actuators
- **Electrical Testing:** Multimeters, wiring diagrams, continuity testing
- **Mechanical Service:** Belts, rollers, bearings
- **Networking Tools:** TCP/IP, Ethernet, ping
- **Field Service Methods:** Preventive maintenance, onsite repair, remote support
- **Documentation Systems:** Service records, repair notes, equipment history
- **Operator Support:** Operator training, startup checks, issue reporting
- **Safety Practices:** Lockout tagout, electrical safety, site procedures
- **Customer Operations:** Customer communication, service scheduling, uptime support

SKILLS

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|-------------------------------------|--------------------------|-------------------------|------------------------------|
| • Field service | • Preventive maintenance | • Technical support | • Electrical troubleshooting |
| • Digital printing | • Networking basics | • Equipment repair | • Remote support |
| • Imaging systems | • Operator training | • Service documentation | • Regional travel |
| • Electromechanical troubleshooting | • Customer service | • Mechanical aptitude | |

PROFESSIONAL AFFILIATIONS

- Association for Printing, Publishing and Converting Technology participant.
- Local technical service peer network member focused on equipment support practices.

LANGUAGES

- English (Native)
- Spanish (Proficient)

ADDITIONAL INFORMATION

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

REFERENCES

AVAILABLE ON REQUEST