



# Ishaan Elliott

## Service Technician

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### STRENGTHS

- Effective Troubleshooter**  
Consistently resolves technical issues swiftly, earning customer praise for timely solutions.
- Customer-Focused**  
Builds rapport with clients due to strong interpersonal skills, leading to long-term business relationships.
- Detail-Oriented**  
Maintains precision in documentation, elevating accountability in service delivery greatly.
- Team Player**  
Enjoy collaborating with peers, creating a supportive working atmosphere that enhances productivity.
- Safety Advocate**  
Demonstrates strong adherence to safety protocols; earns recognition for prioritizing workplace safety.

### SKILLS

Generator Maintenance

Automatic Transfer Systems

Electrical Diagnostics

Customer Support

Technical Documentation

Team Collaboration

Engine Diagnostics

Preventative Maintenance

Field Service Operations

Technical Support

Safety Compliance

Control Systems

Repair Techniques

### SUMMARY

Dedicated Service Technician with more than three years of experience maintaining and repairing commercial generator systems. Skilled in troubleshooting generator issues, performing preventative maintenance, and providing exceptional customer support in electrical environments. Familiar with Automatic Transfer Systems and proficient in using electronic test equipment. Focused on upholding safety standards while ensuring work meets quality expectations. Proven record of delivering timely results aligned with customer needs. Eager to contribute skills and passion for service excellence at PowerTech Solutions.

### EXPERIENCE

#### Generator Field Technician

TechGen Services | June 2023 - Present | Chicago, IL

Responsible for high-quality maintenance and repair of generator systems, ensuring compliance and reliability. Managed sensitive customer interactions and technical support while independently facilitating essential repairs and diagnostics.

- Conduct regular maintenance on generator units, aligning work with the highest industry standards.
- Troubleshoot Automatic Transfer Systems effectively, contributing to improved reliability for clients.
- Assist customers by providing expert technical support regarding operational and maintenance issues.
- Perform engine diagnostics and fuel priming, promptly restoring functionality where needed.
- Keep meticulous records of service documentation, enhancing transparency and fostering trust with customers.
- Collaborate with onsite subcontractors, efficiently coordinating efforts to address repairs.

#### Electrical Technician

PowerGrid Solutions | March 2021 - May 2023 | Naperville, IL

Managed comprehensive electrical maintenance operations, responsible for servicing multiple generator units, optimizing efficiency while adhering to strict safety guidelines.

- Oversaw preventative maintenance schedules, significantly reducing downtime across over 50 generator units.
- Contributed to installation of new systems while consistently promoting adherence to safety protocols.
- Conducted impactful training sessions for junior technicians, emphasizing system diagnostics and best practices.
- Streamlined processes related to service documentation, positively affecting overall operational efficiency.
- Engaged clients regularly, strengthening relationships that led to repeat business opportunities.
- Utilized ERP systems for enhanced service management and resource allocation.

#### Field Service Technician

EnergyWorks | January 2020 - February 2021 | Aurora, IL

Delivered direct field services including emergency repairs for generator failures, focusing on swift response times and minimizing disruptions to client operations.

- Provided prompt on-call emergency support, addressing generator malfunctions rapidly to minimize client impact.
- Executed thorough inspections of systems, preemptively identifying issues before escalating into major repairs.
- Enhanced familiarity with Woodward and Beckwith controls through dedicated field training and hands-on practice.

Project Coordination

Equipment Maintenance

Inventory Management

## LANGUAGES

English Native

Spanish Intermediate

## MY CAREER



● Generator Field Technician at TechGen Services (3.1 Years)

● Electrical Technician at PowerGrid Solutions (2.2 Years)

● Field Service Technician at EnergyWorks (1.1 Years)

- Nurtured positive customer relationships by engaging openly and understanding their needs fully.
- Ensured all company vehicles and tools were maintained for immediate readiness, reflecting a commitment to professionalism.
- Participated in safety training sessions, adhering to stringent industry safety regulations throughout.

## LEADERSHIP & AWARDS

- Leadership award for mentorship of junior staff at PowerGrid Solutions, fostering an environment of learning and collaboration.

## EDUCATION

### High School Diploma

Chicago High School 🎓 GPA: 3.8 📅 2017 📍 Chicago, IL

**Coursework:** Mathematics, Science, English, Technology

## CERTIFICATIONS

- Certified Electrical Technician 📅 2026
- OSHA 10-Hour Safety Certification 📅 2026

## TECHNICAL SKILLS

- **Diagnostic Tools:** Fluke Multimeter, Megger Insulation Tester, Oscilloscope
- **Software Applications:** Microsoft Office Suite, ERP Systems, AutoCAD
- **Generator Technologies:** Cummins, Kohler, Caterpillar
- **Control Systems:** Woodward, Beckwith, PLC Systems
- **Safety Procedures:** Lockout Tagout, Personal Protective Equipment, OSHA Standards
- **Maintenance Protocols:** Preventative, Predictive, Reactive
- **Technical Documentation:** Service Manuals, Technical Drawings, Schematics
- **Customer Engagement Tools:** CRM Software, Ticketing Systems, Communication Platforms
- **Training Materials:** Onboarding Guides, Training Videos, Skill Assessment Tools
- **Testing Equipment:** Load Banks, Voltage Testers, Current Probes

## PROFESSIONAL AFFILIATIONS

- Member of the National Electrical Contractors Association (NECA).
- Participating volunteer with local community energy awareness initiatives.

## ADDITIONAL INFORMATION

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

## REFERENCES

AVAILABLE ON REQUEST