

# PAUL CURTIS

## Field Service Engineer



734-341-5910



paul-curtis@email.com



Ann Arbor, MI

### Education

#### University of Michigan - Ann Arbor

2014 - 2018

United States

### Skills

PLC Programming

HMI Design and Implementation

SCADA Systems Management

CNC Machine Operations

Predictive and Preventive Maintenance

Technical Training and Support

### Languages

◆ Spanish (fluent)

### Professional summary

Dedicated and highly skilled Field Service Engineer with 7 years of extensive experience in maintaining and troubleshooting complex machinery and systems. Proven expertise in enhancing operational efficiency, reducing downtime, and providing top-notch technical support. Adept at working with cutting-edge technologies and consistently exceeding performance goals.

### Experience

#### TechPro Solutions

January 2021 - July 2024

Ann Arbor, MI

#### Field Service Engineer

- Successfully performed over 150 installations and configurations of automated industrial equipment, leading to a 20% increase in client satisfaction.
- Diagnosed and resolved technical issues within an average of 2 hours, minimizing downtime for clients by 30%.
- Conducted training sessions for 50+ clients on new equipment and software, improving user competence by 40%.

#### AutoMech Systems

June 2017 - December 2020

Ann Arbor, MI

#### Field Service Technician

- Troubleshoot and repaired over 100 robotic assembly units using PLC programming and HMI technologies.
- Achieved a 95% success rate in first-time repairs, significantly enhancing operational efficiency for clients.
- Implemented predictive maintenance protocols, reducing unexpected breakdowns by 25%.

### Certifications

OSHA



#### Safety Certification

Renewed in 2023