

TANDI CASTROGIOVANNI

Field Service Engineer

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(884) 416-9433

123 Maple Street, Cleveland, OH 44113



PROFILE

Field Service Engineer with 1 year of experience in providing high-quality technical support for various industries. Proficient in troubleshooting, diagnosing, and repairing complex equipment while maintaining excellent customer satisfaction. Demonstrates strong analytical and problem-solving skills, effective communication, and a commitment to continuous improvement. Eager to contribute to a dynamic team and to further develop technical expertise.

LINKS

[linkedin.com/in/tandicastrogiovanni](https://www.linkedin.com/in/tandicastrogiovanni)

SKILLS

Troubleshooting

PLC programming

Network configuration

CAD proficiency

Robotics integration

SCADA systems

Preventive maintenance

LANGUAGES

English

Mandarin

HOBBIES

EMPLOYMENT HISTORY

Field Service Engineer at Crown Equipment Corporation, OH

May 2023 - Present

- Successfully completed the installation and maintenance of 50+ material handling equipment units for major clients within the first year, resulting in a 30% increase in overall customer satisfaction.
- Reduced average equipment downtime by 40% through proactive preventive maintenance planning and timely troubleshooting, leading to increased productivity for clients and a 20% revenue growth for Crown Equipment Corporation.
- Conducted comprehensive training sessions for over 100 client employees on the proper usage and maintenance of equipment, contributing to a 60% decrease in service calls and boosting customer retention rates.

Associate Field Service Engineer at General Electric, OH

Jul 2022 - Apr 2023

- Reduced equipment downtime by 30% by implementing a proactive maintenance schedule and troubleshooting procedures for over 50 critical devices in the Ohio region, resulting in increased customer satisfaction and reduced service costs.
- Identified and resolved 95% of technical issues during on-site visits, surpassing the company's performance target of 90% and leading to a 20% reduction in return visits, saving both time and resources for General Electric.
- Trained and mentored 10 new field service engineers in the Ohio region, improving their average onboarding time by 25% and ensuring consistent high-quality service delivery across the team.

EDUCATION

Associate of Applied Science in Electronics Engineering Technology at Cincinnati State Technical and Community College, Cincinnati, OH

Aug 2017 - May 2022

Relevant Coursework: Circuit Analysis, Digital Electronics, Microprocessors, Electronic Communications, Programmable Logic Controllers, Fiber Optics, Power Electronics, and Computer-Aided Drafting.

CERTIFICATES

Certified Field Service Engineer (CFSE)

Oct 2021