

Imogene Prusak

Field Service Representative

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☎ (254) 383-5001
📍 123 Maple Street, Hartford, CT 06105

EDUCATION

Associate of Applied Science in Electronics Technology at Gateway Community College, New Haven, CT
Sep 2018 - May 2022
Relevant Coursework: Circuit Analysis, Digital Electronics, Microcontrollers, Communications Systems, Electronic Devices and Circuits, Programmable Logic Controllers, and Instrumentation and Control.

LINKS

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

SKILLS

- Troubleshooting
- Networking
- Salesforce proficiency
- PLC programming
- AutoCAD expertise
- HVAC systems
- Oscilloscope operation

LANGUAGES

- English
- Urdu

HOBBIES

- Photography
- Model building
- Gardening

PROFILE

Dedicated Field Service Representative with 1 year of experience in providing exceptional customer support and technical assistance for diverse industries. Proficient in troubleshooting equipment issues, maintaining accurate documentation, and ensuring timely resolutions. Demonstrated ability to work independently and collaborate effectively with cross-functional teams. Committed to continuous learning and delivering outstanding service to exceed client expectations.

EMPLOYMENT HISTORY

- Field Service Representative at Coca-Cola Beverages Northeast, CT**
May 2023 - Present
 - Successfully increased overall customer satisfaction by 20% through proactive communication, efficient response times, and effective issue resolution for over 200 clients in the Northeast region.
 - Streamlined the installation process of new equipment, reducing average installation time by 30%, leading to a 15% increase in the number of installations completed per month.
 - Enhanced team productivity by implementing a new scheduling system that increased the completion rate of service calls by 25%, resulting in a 10% reduction in customer complaints related to missed appointments.
 - Spearheaded a cross-functional initiative to address recurring equipment issues, resulting in a 35% decrease in repeat service calls and an estimated annual cost savings of \$50,000 for the company.
- Associate Field Service Representative at Lockheed Martin, CT**
Sep 2022 - Apr 2023
 - Successfully improved the efficiency of field service operations by 25% through the implementation of innovative troubleshooting techniques and streamlining processes, leading to a significant reduction in downtime for critical systems.
 - Exceeded customer satisfaction targets by 15% through timely and effective resolution of over 200 technical issues, ensuring the seamless operation of Lockheed Martin's equipment and systems for clients.
 - Developed and conducted comprehensive training programs for 50+ field service team members, resulting in a 30% improvement in their problem-solving skills and contributing to the overall success of the department.

CERTIFICATES

Field Service Professional (FSP) Certification
Jan 2022

Certified Electronics Technician (CET)
Mar 2020

MEMBERSHIPS