

Taffie  
Wheelen  
Lead Technician

Profile

Employment History

Education

Details

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A highly skilled Lead Technician with 5 years of experience in managing technical teams and overseeing the installation, maintenance, and repair of complex equipment and systems. Adept at troubleshooting, problem-solving, and ensuring optimal performance, while maintaining excellent communication and collaboration with cross-functional teams. Proven ability to deliver projects on time, within budget, and in compliance with safety and quality standards. Demonstrates strong leadership, adaptability, and a commitment to continuous improvement.

Lead Technician at TekWissen Group, WV

Mar 2023 - Present

- Successfully managed a team of 12 technicians, resulting in a 15% increase in productivity and a 20% decrease in equipment downtime over a one-year period.
- Developed and implemented a streamlined troubleshooting process that reduced average repair time by 25% and increased overall customer satisfaction by 30%.
- Led a major equipment upgrade project, completing it 10% ahead of schedule and 5% under budget while maintaining a 98% equipment uptime rate.
- Implemented a comprehensive training program for new technicians, reducing onboarding time by 50% and increasing first-time-fix rates by 35%.

Associate Technician at Pillar Innovations, WV

Jul 2018 - Jan 2023

- Successfully reduced equipment downtime by 20% through the implementation of a proactive maintenance plan, increasing overall productivity and efficiency for Pillar Innovations in WV.
- Streamlined workflow processes by implementing an effective inventory management system, resulting in a 15% decrease in average lead time for critical parts and materials.
- Improved communication between departments by spearheading the creation of a centralized database, which led to a 25% reduction in miscommunication-related errors and increased cross-department collaboration.
- Conducted comprehensive safety audits that led to a 30% reduction in workplace accidents, fostering a safer work environment and reducing associated costs for Pillar Innovations in WV.

Associate of Applied Science in Electronics Technology at West Virginia University Institute of Technology, WV

Sep 2014 - May 2018