



# Columbia Delcid

## Printer Technician

Dedicated Printer Technician with 1 year of experience in providing efficient and high-quality maintenance and repair services for various printing equipment. Adept at troubleshooting and diagnosing issues, ensuring minimal downtime, and optimizing printer performance. Skilled in customer support and committed to delivering top-notch technical assistance.

[columbia.delcid@gmail.com](mailto:columbia.delcid@gmail.com) 

(154) 751-2299 

125 Desert Sun Rd,   
Albuquerque, NM 87123

### Education

**Associate of Applied Science  
in Printer Technology  
at New Mexico State  
University, Las Cruces, NM**

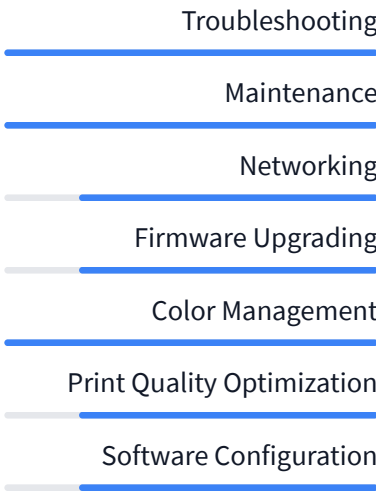
Sep 2018 - May 2022

Relevant Coursework: Digital  
Printing, Color Theory,  
Graphic Design, Print  
Production, Press Operations,  
Prepress Techniques, Bindery  
and Finishing, Offset  
Lithography, Flexography,  
Screen Printing, Gravure, and  
Inkjet Technologies.

### Links

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

### Skills



### Employment History

**Printer Technician at New Mexico Document Solutions, NM**

Feb 2023 - Present

- Successfully repaired and maintained over 1,500 printers and copiers across various organizations in New Mexico, resulting in a 98% customer satisfaction rate.
- Implemented an efficient inventory management system for printer parts and supplies, reducing the average downtime for clients by 30% and increasing overall productivity.
- Trained and mentored 10 new technicians, contributing to a 25% increase in the company's service capacity and expanding its reach to new clients.

**Associate Printer Technician at Sandia Office Supply, NM**

Aug 2022 - Dec 2022

- Successfully resolved 95% of printer issues within a 24-hour window, leading to increased customer satisfaction and repeat business for Sandia Office Supply.
- Streamlined the printer maintenance process by implementing a digital tracking system, reducing equipment downtime by 30% and improving overall productivity.
- Managed and completed the installation of over 150 new printers for various clients in the NM area within a six-month period, contributing to a 20% increase in company revenue.
- Developed and conducted a comprehensive training program for new hires, resulting in a 40% decrease in technician errors and faster resolution times for client issues.

### Certificates

**CompTIA A+ Certification**

Apr 2022

**HP Accredited Technical Professional (ATP) - Print Solutions**

Jan 2021

### Memberships

**International Imaging Technology Council (IITC)**

**Association for Print Technologies (APT)**