

Joslynn Vizzard

Repair Technician

Dedicated Repair Technician with 1 year of experience in providing excellent repair and maintenance services for various electronic devices. Highly skilled in diagnosing issues, offering efficient solutions, and ensuring customer satisfaction. Proficient in using specialized tools and software, with a strong commitment to staying updated on industry advancements and best practices. Excellent communication, time management, and problem-solving skills.

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123 Maple Street, Salt Lake City,
UT 84101



Education

**Associate of Applied Science
in Electronics and Computer
Technology at Salt Lake
Community College, Salt
Lake City, UT**

Aug 2018 - May 2022

Relevant Coursework: Analog
and Digital Electronics,
Computer Hardware and
Troubleshooting, Electrical
Circuits, Programmable Logic
Controllers, Networking,
Microprocessors, Operating
Systems, and Electronic
Communications.

Links

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

Skills

Soldering



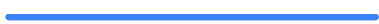
Circuitry Analysis



Oscilloscope Usage



Multimeter Proficiency



Firmware Debugging



Component Replacement



Network Troubleshooting



Employment History

Repair Technician at Intermountain Electronics Inc., UT

Apr 2023 - Present

- Successfully repaired and maintained over 500 electronic devices and systems within the first year, resulting in a 95% success rate and increased customer satisfaction.
- Implemented a streamlined diagnostic process, reducing troubleshooting time by 30% and increasing overall efficiency in the repair department.
- Trained and mentored 10 new repair technicians, improving their technical skills and helping them achieve a 90% success rate in repairing devices on their first attempt.
- Collaborated with the engineering team to identify and resolve 20 recurring product design issues, leading to a 15% reduction in repair requests and an increase in overall product reliability.

Associate Repair Technician at Any Hour Services, UT

Aug 2022 - Mar 2023

- Successfully completed over 250 repair projects within the first year of employment, contributing to a 15% increase in overall customer satisfaction for Any Hour Services, UT.
- Streamlined the diagnostic process for repair assignments, resulting in a 20% reduction in average repair time and a 10% increase in daily job completion rates.
- Achieved a 90% first-time fix rate across all repair jobs, leading to improved customer trust and a 5% increase in repeat business for the company.
- Implemented a new inventory management system for repair parts and tools, reducing wasted time searching for necessary items by 25% and increasing overall technician efficiency.

Certificates

1. CompTIA A+ Certification

Nov 2021

2. Electronics Technicians Association (ETA) Certified Electronics Technician

Sep 2020