

Staphanie Mckillen

Service Engineer

Profile

Service Engineer with 1 year of experience in providing top-notch technical support, troubleshooting, and maintenance for a diverse range of equipment and systems. Proficient in diagnosing and resolving issues, ensuring maximum uptime and customer satisfaction. Strong analytical, communication, and problem-solving skills, with a proactive approach to continuous improvement and learning. Dedicated to delivering excellent service and contributing to team success.

Employment History

Service Engineer at Service Plus, Inc., IN

Apr 2023 - Present

- Successfully reduced machine downtime by 20% in a year by implementing efficient preventive maintenance schedules and streamlining troubleshooting processes for over 150 clients at Service Plus, Inc., IN.
- Increased overall customer satisfaction rate by 15% within 6 months by providing timely and effective technical support, resolving 95% of service requests on the first visit, and conducting regular follow-ups to ensure optimal equipment performance.
- Conducted comprehensive training sessions for 50+ new service engineers, resulting in a 30% increase in team productivity and a 25% reduction in errors, contributing to improved service quality and faster response times for clients.

Associate Service Engineer at Koontz-Wagner, IN

Jul 2022 - Mar 2023

- Successfully diagnosed and repaired over 150 electrical systems in various industrial facilities, resulting in a 98% success rate and a 25% reduction in downtime for clients.
- Streamlined the preventive maintenance process for 50+ client sites, leading to a 30% increase in efficiency and reducing equipment failure rates by 15%.
- Trained and mentored 10 junior engineers, improving their technical skills and increasing overall team productivity by 20%.
- Led a cross-functional team in the implementation of a new remote monitoring system for key clients, reducing on-site service calls by 40% and saving clients an estimated \$150,000 annually.

Education

Bachelor of Engineering in Mechanical or Electrical Engineering at Purdue University, West Lafayette, IN

Aug 2018 - May 2022

Relevant Coursework: Mechanics, Thermodynamics, Fluid Dynamics, Heat Transfer, Control Systems, Electric Circuits, Electronics, Power Systems, Electromagnetic Theory, Signals and Systems, and Materials Science.

Certificates

Details

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Links

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

Skills

Troubleshooting

PLC programming

HVAC systems

AutoCAD proficiency

Robotics maintenance

Network configuration

Python scripting

Languages

English

French

Hobbies

Electronics tinkering

3D printing and design

Drone building and flying