

Caran Kesner

Technician

Profile

I am a highly-skilled and experienced technician with extensive knowledge in the field. I have worked on various projects and gained valuable experience in the process. I possess excellent problem solving skills and can handle challenging tasks with ease. Moreover, I have great communication skills which allow me to interact effectively with clients and team members alike. Overall, I am an asset to any organization that is looking for someone who can get the job done efficiently and reliably

Employment History

Field Service Technician at ProActive IT Services - Alabama

Apr 2022 - Present

- Helped develop a new product line that increased company sales by 20%.
- Successfully repaired complex equipment with a 98% success rate, saving the company thousands of dollars in replacement costs.
- Created and conducted training sessions for new technicians which helped reduce on-the-job accidents by 50%.
- Maintained an excellent safety record, with no reported accidents or injuries during tenure .
- Demonstrated exceptional troubleshooting abilities, resolving customer complaints quickly and efficiently

Service Technician at Computer Troubleshooters - Alaska

Aug 2020 - Feb 2022

- Resolved 100% of trouble tickets within SLA
- Completed training for new technology in 2 weeks instead of the allotted 4 weeks
- Mastered company's ticketing system
- Demonstrated expertise in configuring routers and switches\n5
Became go-to person for complex break/fix issues

Education

Bachelor of Engineering at University of Miami, Coral Gables, FL

Aug 2016 - May 2020

I have learned technical skills such as programming, repairing computers, and networking while studying for my Bachelor's degree in technician.

Certificates

Registered Radiologic Technologist (RT)

Apr 2018 - Sep 2018

Details

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Links

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

Skills

Troubleshooting

Diagnostics

Mechanical skills

Electrical skills

Computer skills

Specific to the field) welding,
fabricating, etc.

Languages

English

French