

Alan Higgins

Graduate electronics design engineer

AREAS OF EXPERTISE

Display hardware

Network security

Maintenance and repair

Customer Service

Fault diagnosis

Negotiating

Budget management

Customer service

3D CAD systems

PROFESSIONAL

First Aid

PERSONAL SKILLS

Time management

Good team player

Problem solving

PERSONAL DETAILS

*Alan Higgins
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Coventry
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DOB: 12/09/1985

Driving license: Yes

Nationality: British

PERSONAL SUMMARY

A recently graduated electronics design engineer with a proven track record of repairing, researching, testing and producing precision components and systems. Focused with a in-depth understanding of designing, developing and maintaining electrical systems and components to required specifications.

Possessing excellent communication skills & having the ability to communicate professionally with colleagues and clients. Alan is currently seeking a suitable electronics design engineer position with a reputable company.

ACADEMIC QUALIFICATIONS

MSc Electrical and Electronics Engineering
Nuneaton University 2007 - 2010

A levels: Maths (A) English (B) Technology (B) Science (C)
Coventry Central College 2005 - 2007

WORK EXPERIENCE

Coventry Electronic Repair Services – Coventry
ICT SUPPORT WORKER June 2010 - Present

Responsible for meeting customer face to face, identifying their requirements and then professionally suggesting, explaining and providing technical solutions to them.

Duties:

- Repairing customers LCD / TFT displays and other electronic products.
- Providing a comprehensive fault finding and repair service.
- Ensuring work place safety regulations are met.
- Dealing with a customers IT queries verbally or through demonstrations.
- Providing customers with quotations.
- Designing, assembling & testing optoelectronic & integrated electronic circuits.
- Checking and calibrating instruments to make sure they are accurate.
- Providing technical support to end users over the telephone.
- Having to mentor technical and non technical junior staff.
- Organizing routine servicing schedules for clients.
- Producing test plans in support of integration and system verification.

KEY SKILLS AND COMPETENCIES

- Able to prioritize individual workloads according to deadlines.
- Knowledge of computer-assisted engineering and design software.
- Establishing sub-system response to component failures.
- Excellent fault finding and diagnosis skills.
- Able to read electrical design specifications and technical drawings.
- Keeping up to date with the latest developments in technology and regulations.
- Ability to control multiple project activities simultaneously.
- Able to explain technical issues to non technical customers and colleagues.
- Undertaking electronic sub-system problem investigations.

REFERENCES – Available on request.

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