

WAGDY NASR

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Senior Field Service Engineer/Technician – Various locations
Ontario | Job Number 2040

In applying for the above position, I believe I have the qualifications you require in a successful candidate. Please find enclosed my resume outlining my education, training and work experience.

Since 2000 Noritsu Canada Ltd. has employed me as a field technical service representative for photo lab and pharmaceutical equipments, While employed Noritsu I gained valuable hands-on experience on installs, customer training, inspects, services and repairs several kind of equipment in the field and in house repair.

Also While employed in Kodak Canada as application specialist I was on call (hotline) for all Kodak customers and troubleshooting many different equipment

As a dedicated and reliable team member, I am capable of performing many field and in house techniques, recognizing the importance of maintaining high standards and quality control. I have long experience backed by good knowledge to maintain and repair equipment.

Should you need additional information concerning my background, I would be more than happy to meet and discuss further details, I looking forward to hearing from you.

Yours very truly,

Wagdy Nasr

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Profile :

As a technician with extensive experience in a variety of Computerized medical and pharmaceutical testing Equipment, perusing a career as Senior Field Service Engineer/Technician

Skills Overview:

- CompTIA A+ certified - Software/Hardware.
- Microsoft windows & windows server, Lotus notes, AS400, Navision/ Citrix, CRM, SX, Kodak, Noritsu, Manrex, Onyx, Flexi and McKesson specific software.
- PC hardware configuration repair and troubleshooting.
- Network connectivity configuration and troubleshooting
- Fluent in English with some knowledge of French.
- Excellent customer relations skills.

Professional Experience:

Packaging /Wrapping equipment– Senior Technical service representative: 2017 - Present

- Program variety of equipment with customized PLC logic ladder, Servo motion data and operating system,HMI, program customer specific product setup as required on different industrial equipment.
- Configure monitoring interface for customer equipment to be controlled by onsite computer system and get complete data report as required.
- Perform the required repair, maintenance and all service related activities in a timely and professional manner according to manufacture specifications
- Support and installation for new and refurbished equipments, scheduled preventive maintenance including parts replacement, calibration and testing after repair.
- Provide on-site customers training during installation and after sale support to variety of domestic and international customer sites

- Properly maintain and replenish parts stock inventory and service orders, expense reports, and all other required records.

Noritsu Canada LTD.- Senior Technical Service Representative:

2010 -

2016

- As Noritsu enters variety of repair equipment market offering third party service for different Products, performed many installation, customer orientation and training.
- Complete the physical installation of **McKesson** Acudose cabinet system in hospitals include product medication dispenser.
- Diagnose, troubleshoot and resolve all technical issues and replace parts including locks, screen, hard drive, electric boards.
- Restore and recover the software following crashes or hardware failures
- Establish and diagnose communications with the hospital network servers and provide technical support remotely.
- Provide technical feedback from end user locations to Application Engineer as required for diagnosis and system repair.
- **Repair and maintain compressed air equipment and PLC**, Software programming on Medication detection equipment like **Manrex** MDM 2 & MDM 3 and pharmaceutical testing instruments.
- Analyze Medical or pharmacy equipment issues, ProgramTablet colour, shape and quantity verification and reduces false alarm potential, Calibration and adjustment for capturing of colour images of each pouch.
- Provide technical support, pre-installation, installation and training for many other products including **Epson**, **Canon** and **hp** large format/ Commercial printers, variety of **Konica** equipment, **NuStep** & **Precor** fitness equipment and 3D motion effect **D-box** equipment.
- Support and train newer technical representatives for advanced troubleshooting on unresolved and stubborn field technical issues.

Warehouse/in-house service supervisor:

2008 -

2010

- Perform advanced in-house repairs and maintenance where impractical at customer's site
- Manage and track spare parts supply and inventory levels to ensure smooth operation
- Oversee proper parts and supplies handling, shipping, receiving and storage to eliminate losses
- Liaise with vendors and contractors to keep the warehouse functional and operational
- Answer technical representative calls while at customer's site for technical consultation, quoting and supplies availability

Technical Service Representative:

2000 -

2008

- Perform customer training, installation, maintenance and repair of all **Noritsu** products
- Maintain close and continuous communication with Noritsu customers to ensure customer satisfaction, and daily contact with assigned Technical Manager/Supervisor
- Submit timely reports of field activities which may include: Equipment service report – Installation report –Field memo – Expense report – Weekly auto logs and time sheets
- Perform service desk, hotline duties and in house repairs as required

Kodak Canada Inc.- Application specialist:

1997-

2000

- Technical support on call for all Kodak customers.
- Give advice and troubleshooting to all Mini lab operators for **Noritsu** optical and digital and **Kodak** digital products.
- Process maintenance orders for equipment during or after warranty period.
- Train all Kodak customers for operating and maintaining their equipment.

Education and Training:

- Heat kit - electronic course and exam level.
- Technical training on all Noritsu and medical equipments – CRT –MLVA.
 - DLP - DCP-Laser engines - Manrex and McKesson different equipment.
 - Training on all Kodak digital printers and quality control monitoring instruments.
- Training on Setup and Installation for many different equipment on a variety of brands.
- Certified on all hp commercial printer and Rip instruments.

Diploma in electronics and BSc. Commerce (Accounting)

References available upon request

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