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## **SUMMARY**

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A highly seasoned and qualified Senior Field Service Technician. I have a variety of experience servicing installing, troubleshooting and repairing a variety of equipment. My refined customer service skills have helped my customer to keep their down time and their operating cost to a minimum, as well as developing a high level. of customer loyalty.

## **EDUCATION**

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Numerous vendor specific computer equipment classes which include Compaq, HP, Printronix, Rapiscan, Smiths, Pyxis and many more

- Certificate - Network/Lan Support Specialist Windows 2000 Server
- Certificate - Novell 3.11 certification
- Certificate - CompTIA A+ #C19DTT1442
- Bachelor of Science - Computer Science - Incomplete *University of Utah*
- Formal Electronics and Computer training with the USAF, Lackland AFB Texas 78236
- Two Air Force Specialty codes AFSC 30554 and AFSC 30454

## **SKILLS**

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- OS: Linux, Novell 3.1, Microsoft Dos , Windows 3.0 NT, 95,98,2000, XP, Vista , 2000 Server, 2003 Server
- Software: Microsoft Office
- Hardware: Component Level repair, and FRU Break fix . System and Network troubleshooting and repair.
- Programming Language: C, C++, Visual Basic, AutoIT3
- Network: TCP/IP, NetBEUI, RAS, DNS, WINS

## **EXPERIENCE**

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| <b>EIGEN (Grass Valley, Ca)</b>   | <b>Field Service Engineer</b>            | <b>11/06 – 08/08</b> |
| <ul style="list-style-type: none"><li>• Field Service of Eigen's Medical high resolution digital recording equipment.</li><li>• Installation and testing and troubleshooting of the DPI, DSL, DSA, and Biplane products.</li><li>• Quality Assurance department work. Worked closely with engineering and programmers.</li><li>• Responsible for setup, debugging and regression testing for Eigen's Biplane, DPI, DSA, and DFL products.</li></ul>   |  |                      |
| <b>Siemens (Sacramento, Ca)</b>   | <b>Senior Field Service Engineer</b>     | <b>09/02 – 11/06</b> |
| <ul style="list-style-type: none"><li>• Field Service of the screening equipment used by the Transportation Security Administration (TSA) at the Sacramento, Redding, Chico, Arcata, and Crescent City airports.</li><li>• This included the required repairs and monthly PM maintenance of the Rapiscan Xray systems, Meteorix metal detectors and numerous GE-Ion Track Explosive Detections Systems and Smith's Explosive Detection Systems. On call 24X 7 dispatched via pager.</li></ul> |  |                      |
| <b>Compaq (Sacramento, Ca)</b>  | <b>Field Service Engineer</b>            | <b>05/01 – 09/02</b> |
| <ul style="list-style-type: none"><li>• I was primarily dispatched to do break fix warranty repairs on Compaq home and office desktops and Compaq Proliant servers.</li><li>• Area of coverage was mainly in the Sacramento Area which was dispatched by pager.</li></ul>   |  |                      |
| <b>Pyxis (Northern California)</b>  | <b>Field Service Technician – REMOTE</b> | <b>08/00 – 05/01</b> |
| <ul style="list-style-type: none"><li>• Field Service of Pyxis computerized medication dispensing systems and hospital vaults. These machines are computerized medical vaults that are used to keep and control the inventory of controlled medications. They are a windows based system that keeps in constant communication with the hospital's pharmacy computer.</li></ul>  |  |                      |

- My work included installations and break -fix of the many systems located throughout all of Northern California. This position required a true 24X7 with many hours of overtime, weekend work and a very large area of coverage.

**Inacom/Vanstar (Sacramento, Ca)      Field Service Computer Technician      8/97 – 06/00**

- Company was an authorized vendor for warranty service of Compaq, HP, Dell, IBM, Apple, and Sony. Mostly dispatched to do break fix warranty repairs for home and office desktops and servers and laptops mostly throughout the Sacramento area.
- Required good PC skills to test, diagnose, and effect repair to the smallest FRU.
- Required good customer service skills because of the many non technical customers with all kinds of personalities

**Peak Technologies (Sacramento, Ca)      Field Service Engineer - REMOTE      11/95 – 8/97**

- Field Service of impact and barcode printers. Break fix for the Printronix impact printers and the Zebra Barcode printers. Factory trained on numerous Printronix printers including the B300, B600 and P5000 series.
- Maintained Zebra barcode printers and numerous laser printers.
- Service was break fix to component or FRU level.
- My area covered Yuba city to, Modesto with the calls dispatched via pager.

**Novadyne (Sacramento, Ca)      Senior Field Service Engineer      4/95 – 11/95**

- Field Service of Tandem Mainframe Computers, Sun Microsystems Computers and PCs.
- Under contract would respond to request for service for a break-fix of a Tandem NonStop systems. This Included Tandem's TSI, TNSII, TXP, and VLX main frame systems.

**International Business Systems /      Computer Engineer      2/91 – 4/95  
Cable Data**

- Cable Data was a company that primarily prints bills.
- Assigned to the Microfilm department.
- Maintained TTL computer base microfilm output machine. These were high speed computer output microfilm camera. This machine is TTL - wire wrapped logic requiring good component level repair skills. The cameras are 102 MM focused on a high resolution CRT. They would mechanically step the film to the required position on the film and then display the data on the screen which would expose the film. The film would be developed and then cut into micro fiche. There were seven of these machines running which would run 24 x7.
- Maintenance also included Film processors, Diazo duplicators, and fiche sorters.

**Trionix ( Reno- San Francisco)      Customer Field Service Engineer      6/90 – 2/91**

- Installation and Maintenance of Trionix's Nuclear Medicine (2 headed camera – Biad) and ( the three headed camera- the Triad ).
- I started as a remote Field Engineer initially servicing several Sacramento and San Francisco Hospital systems from Reno.
- Maintenance required working closely with Doctors and Nuclear Physicist to resolve image artifacts issues as well as repairing any broken or worn parts. This position required networking and software skills to assist in machine diagnoses.

**Tandem ( San Jose )      Customer Field Service Engineer      4/85 – 6/90**

- Field Service of all Tandem products. This included the installation and repair of Tandem's NonStop TNSI, TNSII, TXP and VLX mainframe systems. Repair of large disk drives arrays Impact printers like Dataproducts. 7 and 9 track Tape drives including PE, NRZI, GRC Memorix, Kennedy, and STC. Most of this maintenance was done to FRU level at customer's site.