

Michael Lee  
4725 Windward Court  
Boise, Idaho 83714

(208) 713-1173

Michael@eFixPro.com

#### OBJECTIVE:

Work with more teams solving technical problems and finding quality solutions for great customer satisfaction.

#### EXPERIENCE:

FIELD SERVICE ENGINEER - 2002 to Current  
eFixPro.com - Boise, Idaho

Repair Printers, Plotters, Copiers & Computers at Customer Sites.

Dispatched by Nation-wide and local Client Companies to their Customers to repair printing and computing equipment.

Invoiced Clients with details about each service call.

Maintain service equipment and a spare parts inventory.

Information Resource for Troubleshooting and Product Purchase Selection.

SOFTWARE TESTER - 2001 - 2002  
Quality Logic - Boise, Idaho

Test Printer Management and Driver Software; Evaluate, Test and Write up Defect reports for new Hewlett Packard printing products. (A continual improvement process)

Compatibility Testing for Hewlett Packard PCs and peripheral devices like LaserJets, DeskJets, ScanJets, Jornada Palm PCs and HP PhotoSmart Cameras and Printers.

Software Localization Testing for Hewlett Packard LaserJet Driver products and O/S in languages for Europe, Asia and the Middle East.

**ADVANCED TECHNICAL SUPPORT SPECIALIST - 1996 -2001**

The Network Group - Boise, Idaho

Technical Account Manager for Hewlett Packard's Color Core 100 program.

Advanced Technical Support for Hewlett Packard's Host-Based printing solutions program.

Advanced Technical Support for Hewlett Packard's High-end and Workgroup LaserJets.

Repair and Maintenance of LaserJets, DeskJets, OfficeJets and DesignJets for customers.

Hewlett Packard Authorized Service Certs for all LaserJets and other printers and plotters.

Printer data-stream analysis and solutions in PCL, PostScript, ASCII, and IBM's AFP and IPDS.

Taught HP Site Manager classes for maintenance of the HP Mopier, CLJ8550MFP and CLJ4550.

Taught Color LaserJet 4550 update classes to HP Core 100 customers.

Taught User Classes, including Job Retention features on Mopiers and other HP LaserJet printers.

**ELECTRONIC TECHNICIAN - 1993 - 1996**

Protronics - Boise, Idaho

Repair PCs, Laptops, Monitors, Laser Printers, Dot Matrix Printers and Electronic Controls.

Both Bench repairs and Field repairs at customer site.

Troubleshoot, repaired and installed Network and Serial Interface Cabling.

**QUALITY ASSURANCE TECHNICIAN - 1993**

Micron Computers - Nampa, Idaho

Quality Assurance for manufactured Computers. Improvements to manufacturing processes.

Established ESD controls and taught ESD classes. Collected, analyzed and reported defect data.

**SELF EMPLOYED ELECTRONICS TECHNICIAN & APPRENTICE ELECTRICIAN - 1992 - 1993**

Electronics Technician - Self Employed

Repaired appliances, used medical equipment, optical aerial survey plotters, PCs, Laptops,

Computer Monitors and Printers of all sorts.

Apprentice Electrician - Boise, Idaho

Installed wiring of new and remodeled homes and installation of electrical appliances and fixtures.

Troubleshoot and repair of electronic controls and appliances.

ELECTRONIC TECHNICIAN - YEARS EMPLOYED 1979 - 1991

Hewlett Packard Company - Boise, Idaho

Troubleshoot, repair and calibrate electronic test and analysis equipment.

Troubleshoot and repair PCs, monitors and printers.

Troubleshoot and repair Circuit Board Test Systems.

Developed ESD diagnostic tools and techniques, Taught ESD certification and Auditor classes.

Taught classes on use of the Logic Analyzer and other equipment.

Programmed and Analyzed software in HP-BASIC, MS-DOS, UNIX.

Assisted other people and departments in troubleshooting & repair of Software and Processes.

#### EDUCATION:

Associate of Applied Science in Electronics - 1975 - 1979

Spokane Community College Spokane, Washington

A three year electronics curriculum; not the typical two year program.

Also studied microprocessors, programming, physics and chemistry.

VICA (Vocational Industrial Clubs of America) - 1977 - 1979

Member and Club Secretary and Scribe

VICA National Contest Awards:

1st place in Electronics, 2nd place in Parliamentary Procedures.

VICA Washington State Contest Awards:

1st place in Electronics, 1st place in Parliamentary Procedures.

NASA standards High Reliability Soldering course taught by the U.S. Air Force. - 1978

## MILITARY:

U.S. AIR FORCE RESERVE - Boise, Idaho - 1982 - 1983  
Honorable Discharge

IDAHO AIR NATIONAL GUARD - Boise, Idaho - 1979 - 1982  
Honorable Discharge - Inertial Navigation Systems Repairman  
Repaired the gyroscopic navigation system in the RF4C reconnaissance aircraft.

WASHINGTON AIR NATIONAL GUARD - Spokane, Washington - 1976 - 1979  
Honorable Discharge - Flight Facilities Equipment Repairman  
Repaired ground based air navigational equipment; TACAN, ILS, TVOR and Beacons.

## SKILLS

Troubleshoot electronic equipment  
Calibrate measurement equipment to higher standards  
High Reliability Soldering techniques  
Troubleshooting process techniques  
Mechanically inclined  
Quick study of new areas  
Teach Technical subjects to Non-technical people  
Attention to detail

Handle stressful situations well  
Self Motivated; work well unsupervised  
Researcher of information  
Excellent customer relations  
Handle 'hot' people and situations well  
Work well with people

HTML programming  
PCL& PJI programming (Printer Control Language & Printer Job Language)  
Operating Systems - Windows 95/98, WinNT, Windows 2000 and Windows XP  
Software- MSWord, Excel, Access, WordPerfect, Corel, Power-Point, etc.  
Troubleshoot file & data-stream codes - Hexadecimal, Octal, Binary & Decimal