

# STEVEN DAY

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## Skills

- Troubleshooting
- Hardware and software installation
- Root Cause Analysis
- Technical Support
- System Troubleshooting
- Helpdesk operations

## Professional Summary

Versatile Technical Support Representative skilled at offering clients easy-to-understand guidance and actionable advice. Positively impacts all customer interactions and engineering efforts for supported products. Talented Technical Support Representative with gift for understanding needs of both business and home users. Versed in troubleshooting and desktop support on Windows systems.

## Work History

**Systems Engineer**, 06/2019 to 12/2021

**Lockheed Martin** – Norfolk, VA

- Removed, installed, and repaired AN/SPY ID Radar array systems hardware, software, network, and cabling onboard multiple baseline destroyers and cruisers
- Trained active-duty military personnel on maintenance of signal processor, transmitter, and array groups
- Traveled to military installations to complete maintenance, upgrades, repairs, and training
- Briefed command-level personnel during maintenance periods and tactical training scenarios
- Trained multiple new engineers during first three months after hire.
- Succeeded in completing fiber optics certification to include building, cleaning, repairing, and testing
- Corrected network node connectivity on land and sea-based radar networks.

**Field Service Engineer II**, 03/2017 to 06/2019

**Lam Research**

- Performed preventative and corrective maintenance on network, robot, and electroplating systems.
- Collaborated with Intel during research and development through daily meetings.
- Brainstormed possible improvements of the tools in the fab while maintaining low downtime.
- Installed tools and performed upgrades to tools in Intel's clean room fab with little to no instructions or guidance.
- Restored robots for optimal performance.
- Compiled and wrote training documents for internal and external use.

**Field Service Engineer II**, 10/2015 to 03/2017

**LPKF Lasers and Electronics**

- Troubleshoot, repair, and preventative maintenance of prototype circuit board producing equipment.
- Fielded 10-15 calls per day for telephone customer service trouble tickets satisfying customer needs and complaints.
- Diagnosed and repaired circuit boards, robot movements, and PCB milling heads to fulfill company specifications.
- Accomplished warranty service on over 4000 systems at our service center and at customer site locations.

- Trained customers on software and hardware of their circuit board producing equipment and the electroplating process.
- Remote access, telephone, email, and in person demonstrations were conducted to establish customer product knowledge.
- Established excellent customer service and product knowledge skills in-person, via email, and on the telephone to become lead of Protolaser 3D technical training.

**Petty Officer Third Class Fire Controlman, Administrative Assistant to the Chaplain, 03/2013 to 12/2014**

**U.S. Navy, Naval Base San Diego – San Diego, USA**

- Maintained daily schedule for Chaplain's daily shipboard activities
- Performed as liaison for ships crew upon arrival to DESRON to see the Chaplain
- Coordinated with various vendors and military personnel for events
- Organized setting up events, trainings, and meetings
- Procured supplies for onboard training and personnel wellbeing.

**Petty Officer Third Class Fire Controlman-AN/SPY-1D Work Center Supervisor, 06/2010 to 04/2013**

**U.S. Navy, USS Russell**

- Performed preventative and corrective maintenance on the AN/SPY-1D Radar while ensuring the proper alignment of the Signal Processor, and Transmitter equipment groups.
- Presented extensive knowledge of Radar theory, SPY operation, and missile kinematics to command leaders in high threat environments.
- Successfully led work center through deployment during casualties proving superior leadership and technical knowledge.
- Prioritizing withdrawal of over \$300,000 in repair parts while paying meticulous attention to Combat Systems department constricted funding, utilized resources to fabricate replacement parts in which manufacture was discontinued, or expense exceeded necessity.
- Managed the training and professional development of two junior technicians.

## **Education**

**BS: Cyber Security, Expected in 05/2025**

**Old Dominion University - Norfolk**

- Dean's List 2021-2024
- 3.77 GPA

## **Certifications**

Fiber Optics, 2020

## **Currentworklocation**

Southeast Virginia