

Natalie Ortiz

Field Service Representative

Field service representative with 4 years supporting dealers and farmers on combines, sprayers and precision ag systems across Nebraska, Iowa and Kansas. Handles troubleshooting of mechanical systems, electrical systems and hydraulics, trains dealer technicians, and reports product issues to engineering in Excel.

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EXPERIENCE

Field Service Representative

01/2024 - Present

Prairie Harvest Equipment

Omaha, NE

Agricultural equipment manufacturer with 140 dealers in the Plains states.

- Support 32 dealers with field visits, phone diagnosis and warranty decisions during planting and harvest.
- Diagnose hydraulic, electrical and GPS steering issues on combines and sprayers alongside dealer technicians.
- Train 150 dealer technicians a year on new models through hands-on clinics.
- Report 60 product issues a year to engineering with photos and data, leading to 5 design changes.

Service Technician

06/2022 - 12/2023

Platte Valley Implement

Columbus, NE

Farm equipment dealership with 3 locations.

- Repaired tractors, planters and combines in the shop and in the field, averaging 35 billed hours a week.
- Rebuilt 20 hydraulic pumps and cylinders a season to factory specifications.
- Set up precision ag displays and auto-steer on 50 new machines before delivery.
- Recorded labor and parts on every repair order so warranty claims were paid without rework.



SKILLS

Troubleshooting
Mechanical Systems
Electrical Systems
Hydraulics
Precision Ag Systems
Warranty Claims
Excel
Microsoft Office
Customer Service Skills
Time Management



EDUCATION

Associate of Applied Science

05/2022

Southeast Community College

Milford, NE

Diesel Technology - Agriculture Equipment



CERTIFICATES

OSHA 10-Hour General Industry

06/2022

OSHA Training Institute Education Center