

Luis Herrera

FIELD SERVICE TECHNICIAN I

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SUMMARY

Field service technician with 1 year of on-site repair work on commercial kitchen equipment and 2 years of bench electronics experience. Handles troubleshooting of gas, electric and refrigerated units, keeps call records in Excel and Outlook, and brings steady customer service skills to restaurant managers during busy shifts.

SKILLS

- Troubleshooting
- Mechanical Aptitude
- Wiring Diagrams
- Preventive Maintenance
- Multimeter Testing
- Excel
- Word
- Outlook
- Customer Service Skills
- Time Management Skills

EXPERIENCE

Field Service Technician I

09/2025 - Present

Alamo Foodservice Equipment Repair

San Antonio, TX

Commercial kitchen equipment service company with 18 technicians covering South Texas.

- Complete **5** to 7 service calls a day on fryers, ovens, dish machines and reach-in coolers.
- Diagnose failed igniters, thermostats and control boards with a meter and wiring diagrams, fixing 85% on the first visit.
- Perform preventive maintenance for 40 restaurant accounts each quarter, cutting emergency calls at those sites by 20%.
- Write service reports in Word and update parts used in Excel before the end of each shift.

Bench Technician

07/2023 - 08/2025

Lone Star Electronics Repair

San Antonio, TX

Repair shop for commercial and consumer electronics with 4 technicians.

- Repaired **15** to 20 power supplies, amplifiers and control boards a week at the bench.
- Tested every repaired unit with multimeter testing and an oscilloscope, keeping comebacks under 3%.
- Tracked repair tickets and parts orders in Outlook and Excel for the 4-person shop.
- Built a labeled bin system for 600 common parts that cut search time at the bench.

EDUCATION

Certificate of Completion

05/2023

St. Philip's College

San Antonio, TX

Electronics Technology

CERTIFICATES

EPA Section 608 Technician Certification (Universal)

ESCO Institute

02/2026