Owen Fischer

Service Engineer

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SUMMARY

Service engineer with 5 years keeping laboratory automation and clinical equipment running for hospital labs and biotech customers in the Mountain West. Combines electronics and mechanical troubleshooting with Linux and Python skills, leads root cause analysis on repeat failures, and gives customers clear written updates.

SKILLS

- **Troubleshooting**
- **Root Cause Analysis**
- **Electronics**
- **Python**
- **Linux**
- **Preventive Maintenance**
- **Excel**
- **Microsoft Office**
- **Customer Service**
- **Problem-Solving Skills**

EXPERIENCE

Service Engineer

05/2023 - Present

Wasatch Lab Automation

Salt Lake City, UT

Maker of clinical lab automation lines with 300 installed systems.

- Support **28** lab automation lines at hospitals and reference labs across Utah, Idaho and Nevada.
- Diagnose electronics, sensor and drive faults, resolving 90% of service calls in one visit.
- Write Python scripts that pull Linux system logs and flag error trends before they cause downtime.
- Lead root cause analysis on repeat failures, with 4 fixes adopted in the next software release.

Field Service Technician

06/2021 - 04/2023

Bonneville Medical Equipment Services

Ogden, UT

Independent service company for clinical lab and hospital equipment.

- Repaired and tested **40** analyzers, centrifuges and infusion pumps a month at 15 hospitals.
- Completed 300 preventive maintenance and electrical safety checks a year to manufacturer specs.
- Tracked parts, hours and findings in Excel and Microsoft Office service templates.
- Trained 60 lab staff on daily care and first-level fixes for their analyzers.

Service Engineering Intern

05/2020 - 08/2020

Great Basin Diagnostics

Salt Lake City, UT

Summer internship with the service team of a diagnostic instrument maker.

- Tested **25** returned circuit boards on the repair bench and sorted them by failure mode.
- Built a Python script that parsed instrument error logs, saving technicians about 2 hours a week.
- Updated 10 service procedures in Word after shadowing field visits with senior engineers.

EDUCATION

Bachelor of Science

University of Utah

Electrical Engineering

Salt Lake City, UT

05/2021

CERTIFICATES

Certified Biomedical Equipment Technician (CBET)

11/2023

AAMI