

# Robert Psarsky

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## **SKILLS**

- Proficiency in MS Office (Word, Excel, Power Point, Project), SolidWorks
  - Time management and decision making skills
  - Effective communication skills
  - Problem solving/troubleshooting skills
  - Quality and result oriented
  - Quick, hands-on learner and independent problem solver who values teamwork
  - Training skills
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## **WORK EXPERIENCE**

### **Technical Field Service Manager / Field Service engineer**

Arkray USA (Arkray-Japan) – medical device company

04 / 2019 – present

Minnesota, USA

- Remote supervision of 12 field service engineers in US.  
Key responsibilities:
  - Managing Field Service Engineer team, including being responsible for field and in-house staff recruitment, training, and continued development to ensure service department objectives - KPIs are met.
  - Responding to service related support and directly to dispatches by contacting customer and arriving on-site in a timely manner.
  - Responsible for scheduling P.M.s on time and ensuring Instruments are inspected so as to meet installation scheduling.
  - Participation and giving constructive feedback to Laboratory Division on improving the effectiveness, productivity, and cost controls associated with the service of ARKRAY medical diagnostic equipment.
  - Reviewing service manual documentation to ensure accuracy and current revision levels.
  - Determining appropriate preventive maintenance procedures, service parts kits, and schedules to ensure effective on-going equipment maintenance.
  - Maintaining Device History Records and monitoring modification and software upgrade status.
  - Supporting in-house products during critical chemistry or instrument development cycles, by maintaining and repairing critical instrumentation
  - Installation and service of several models of urine and blood analyzers at customer sites and customer support over the phone. Refurbishing and testing analyzers in service lab (laser alignment using DMM and oscilloscope, parts replacement, software upgrades.
  - Configuration of instruments control PCs (hardware installation, WIN imaging, instrument software installation, network / serial communication setup with LIS. Software upgrades of instruments at customer sites. LIS configuration of instrument PCs in hospitals and laboratories.

## **Field Service and Commissioning Engineer**

Ingersoll Rand

*New York, USA*

*03 / 2007 – (7/2011-11/2018 worked as Sr. Technical Consultant for Ergonos Consulting, Switzerland exclusively for Ingersoll Rand branch in Italy)*

- Supervised contractors, site personnel and managed activities to meet project deadlines. Installed, commissioned, tested and serviced centrifugal oil free turbo compressors and auxiliary equipment for various industries in many countries around the world (US, Middle East, Asia, Africa and Europe).
- Commissioned and performed troubleshooting of different electrical circuits and control systems (including PLC-Siemens, Allen Bradley, Omron and computer control systems).
- Conducted customer technical training, in many instances quite comprehensive and to large diverse audience (Saudi Arabia Electric Company - 5 days training to 150 operators, engineers and managers, Toyo Japan- 2 days training to 50 operators and engineers).

## **Manufacturing Engineering Technician II**

Boston Scientific- medical device company

*Minnesota, USA*

*02 / 2001 - 02 / 2007*

- Maintained manufacturing equipment and performed troubleshooting of process, equipment and production lines (automated, semi-automated) or control system problems to minimize downtime and improve process yields.
- Installed and validated production equipment or lines wrote validation procedures and executed validation protocols (IQ/OQ/PQ).
- Revised existing procedures, corrected and/or wrote new work instructions/procedures for product builders.
- Provided technical support and/or training to product builders and other technicians.

## **Production Supervisor**

Novochema (chemical company)

*Slovakia*

*05 / 1995 – 01 / 2001*

- Supervised 8 production technicians
- Acted also as a set-up, start-up engineer of injection molding machines for production of PET preforms
- Optimized and performed troubleshooting of process to meet production goals and minimize scrap.
- Resolved quality issues and took appropriate action for improvement.

## **Technical & Material Coordinator**

Skoda-export Energy (foreign trade enterprise)

*India*

*01 / 1994 - 04 / 1995*

- Coordinated installation of various types of equipment such as pumps, compressors and diesel engines at Abu Road pumping station on one of the biggest oil pipeline projects in India at that time.
- Received, stored material supplies and procured material from local sources to avoid delays and ensure project completion on time.

## **Maintenance Supervisor**

Novochema (chemical company)

*Slovakia*

*07 / 1984 – 12 / 1993*

- Supervised 10 maintenance technicians

- Assisted in troubleshooting of paint and thinner production lines to minimize downtime.
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**EDUCATION**

Bachelor of Science in Manufacturing Engineering Technology (online degree)  
Hennepin Technical College, MN  
Almeda University, ID  
*09 / 2004 – 08 / 2008*

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**LANGUAGES**

English



Slovak



Russian

