



Technical Service Engineering Consultant Senior

Technical Specialist with considerable consulting experience in performance, process, and procedures related to service, parts, and efficient repair strategies. An asset and cross-collaborator with capabilities to lead discussions with quality, engineering, and manufacturing, while using advanced problem-solving techniques such as SPS or Power BI to make data connections for effective problem resolution.

Navistar, Inc.

May 2011 - Present

Senior Service Engineer (ADAS, Brakes, Steering, Suspension, Wheels, Axles)

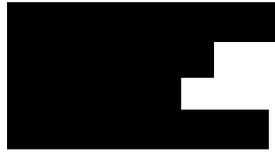
Nov '19 – Present

- Annual process workload snapshot >200 inputs & >140 outputs
 - ~120 issues (10% higher than peers) from tech service case (escalated) case files
 - ~90 Voice of Customer issues via Field Service Reports (FSR)
 - ~60 tasks assigned to Publications Team for Service Manual updates
 - ~50-line items of radical candor feedback to tech service
 - ~38 managed repair releases, ~30-part return investigations
- Found 100K missing ABS files & setup a restoration plan to avoid 5,700 days of truck downtime
- Co-founded a \$1M warranty spend on Safety Direct Processor & supported disk defrag resolution
- Structured transparency model to bring engineering specs and plant measurements to Service Portal
- Consulted as a subject matter expert to >350 members in Service Solutions (formerly Aftersales)
- Maintain Master Truck and Bus Certification and SPS Journeyman level
- Valuable ability in unresolved issue escalation both internal & external
- **Lead Projects**
 - Pending patent submission for a predictive maintenance method
 - Received the 2021 Navistar Quality Award for next-tier escalation reduction strategy
 - Savings: \$1.9M one time, \$990K annual, w/ 13% annual count reduction
 - Developed end-user downtime revenue loss forecasting model for internal project prioritization
 - \$10M ABS ECU programming, \$900K Case Escalation prevention
 - Directed service personnel & co-influenced engineering design for FLR supply chain shortage ('22 Quality award finalist), one-time bottom line savings of \$188.2M equating to \$3.5M customer revenue loss, and found annual \$268K profit generation opportunity
 - Supervise 150-200 publication corrections annually to prevent next-tier escalation
 - Consulted as subject matter expert for a media interview and for ABS ECU programming process
 - Lead Service Engineering through digital pivot from aged iKnow system to Salesforce
 - Developed PowerBI dashboards w/ data model connections to Hadoop, PTDB, SharePoint
 - Managed Service Solutions college intern project registering savings of 300 hours annually

Service Engineer (Transmission, T-Case, Drive Axles, NVH, Driveline)

Dec '14 – Nov '19

- Implemented TC28 transfer case service part stocking strategy, saving \$400K annually
- Managed \$150K NVH contract for expedited support of urgent field issues affecting sales
- Liaison & advisor between SIU Automotive Department Chair & Allison Transmission to launch new curriculum program & support channels for the automatic transmission education segment at SIU
- Led a 4-week technical training seminar across the US to deliver urgently required training to technicians
- Increased technician warranty review efficiency by 92% with a logic update in Service Portal
- Presented voice of customer concerns to senior leadership through CIBM, Customer Andon, EWC
- Supported system part-level reviews for Supplier Recovery & high-dollar warranty claim adjudication
- Advised Serviceability lessons learned on current or legacy products for new program development
- Developed steps for field publications such as recalls, AFCs, SFNs, MRCs, FSCs, Bulletins
- Collected, organized, and analyzed data from multiple sources and developed objective cost analysis recommended next steps



Technical Support (Big Bore Engine 11L, 13L, 15L)

May '11 – Dec '14

- Received Lewis B Campbell Award for Aftertreatment Symptom Based Diagnostic & Inspection Manual; saving \$6M annually, 44%-time reduction on tech service cases, 36% case file reduction
- Received STAR power award for initiatives on diagnostic & service manual improvements
- Field tested and trialed intake cleaning tool design; validation, effectiveness, service step development; saving \$1.8M annually (team initiative)
- Conducted problem-solving and analysis on product-related issues for improved product quality
- Tracked and managed fleet repairs to support uptime requirements
- Promoted the process of quality diagnostics/repairs to dealership-level technicians through the iKnow system and during field visits
- Maintained, confirmed, and updated internal/external training aids for emerging field issues
- Technical resource contact for dealers throughout 900+ dealers in North America
- Developed and supported positive relationships with end users to capture customer enthusiasm level to increase overall customer satisfaction

Village of Montgomery Public Works

Feb '07 - May '11

Fleet Mechanic

- Owned fleet maintenance and repair of 128 vehicles & equipment (squad cars, public works vehicles, small and heavy equipotent, and class 5-8 commercial vehicles)
- Demonstrated up fitting, supporting, calibrating, diagnosing, and servicing OEM & aftermarket componentry used in a municipality fleet such as lighting, PA systems, storage systems, PTOs, hydraulics, plow & spreader controls
- Performed in municipality snow removal rotation operations using small-heavy equipment (blowers, Toolcat, skid steer, backhoe, wheel loader, calcium chloride prewet, 7-12' plows)
- Maintained 98% PM compliance and adherence to DOT & OSHA compliance & regulations during daily operations throughout fleet
- Organized and managed fleet parts inventory
- Accurately tracked and calculated repair orders, repair history, warranties, and cost of operation per mile
- Supplied correct diagnosis of vehicle/equipment to minimize lost profits
- Multi-tasked to ensure fleet repair goals met or exceeded deadlines

Awards, Certificates, Education, Technology

Awards

- 2022 Navistar Quality Award Finalist
- 2022 Employee of the Quarter (ASSE)
- 2021 Navistar Quality Award (Lead- 1st place)
- 2014 Lewis B Campbell Chairman's Award (Major Contributor- 1st place)
- 2014 STAR Power Award
- 2020 Aftersales Fitness Challenge Champion (Team Captain- Shutup Legs)
- Former Life- 4 x marathon finisher & century rider



Certifications

- LEAN Certification- Championed 92%-time savings on dealer technician warranty review process
- Statistical Problem Solving (SPS, Red x) Journeyman level (Instructor- Lee Mundy)
- Navistar Master Truck & Bus
- ASE Certifications: Engine Repair, Steering & Suspension, Brakes, Electrical/Electronic Systems, Automobile Service Consultant, Automobile Parts Specialist
- Refrigerant Recovery Certified under section 609 of the Federal Clean Air Act
- International Truck and Engine Learning Management System Certified
- Eaton & Allison Transmission
- CDL-Class B (Air Brake Endorsement)
- Emission Repair Training Seminars (Sponsored by Illinois EPA)
- Northern Illinois Public Safety Training Academy (NIPISTA)
- Emergency Vehicle Technician Training (EVT)
- Automotive Seminars, Inc.

Technology

Systems	Software	Service Tools
CVT, WIA, Pharos, PTDB, OCC, Metro Workflow, 8D, SOR, CDMS, Truck perfect	Microsoft Office, Power BI, Visio, Teams	DLB, Insite, DOC, SDS, Service Ranger, DAA, Toolbox, ACOM
Service Portal, Dealer Portal	Teamcenter	CANalyzer, Labview, Helios, PicoScope