

Roosevelt Jean-Baptiste

Professional Certifications

Data Center University Certificate – Cooling, Power, Equipment, Data Management and Training expert
OSHA Authorized Outreach Trainer, General Industry

Educational Instructor

UPS Systems, Cooling Systems, Structureware
NFPA 70E Electrical Safe Work Practices

Facility Management Experience

Responsible for installation, service and repair of customer equipment. Perform warranty and recall work.

Construct and test circuits and equipment utilizing various tools and machines such as computers, workstations, circuit diagrams and test instruments/equipment.

Provide technical support in product service, product training and applications. Instruct customers and sales personnel on the operation and customer maintenance of equipment.

Perform start-up service as defined in specifications. Maintain service equipment, tools and documentation.

Consult with product support and engineering personnel to determine solutions to unusual problems in system operation.

Analyze malfunctions in equipment, interpret maintenance manuals, use knowledge of systems and electronics to isolate and correct fault.

Report customer suggestions on product improvement and existing product designs to the appropriate technical specialist.

Implement design modifications and provide installation support for the modifications.

Develop and maintain ongoing customer relationships with regards to all aspects of equipment repair, maintenance and training

Education

Ashford University
Master in Business Administration, 2011
Bachelor of Arts 2009

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