

ERIK TRENT

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SUMMARY

Applications Engineer with 28 years of experience in a variety of technical fields including commercial software, electronics, geotechnical instrumentation, optics and sensors. Extensive experience in field service, product development, infrastructure wiring, and technical support. With a strong record of customer service and satisfaction. Known for troubleshooting, problem solving skills and innovative solutions.

EXPERIENCE

XCITEX, INC. – High speed video and data capture software • xcitex.com **10/ 09 - Present**
Technical Consultant / Application Support Engineer

This company is a leader in the high-speed video and data capture industry. Responsibilities include.

- Daily customer support with commercial video/data capture hardware and software, as well as video analysis software.
- Design and testing of various hardware components and assemblies, including custom PC systems.
- Testing of video/data acquisition and analysis software.
- Field installation and training.
- Configuration of customer hardware and software.

During my time at Xcitex I also managed the project of an in-house pc enclosure. To include organizing development and drawing packages from two design groups, and parts specifications for the complete system.

DORSAI, INC. – Instrumentation Consulting **10/ 07 – 10/09**
Owner / Consultant

I Created Dorsai Inc. to provide instrumentation consulting services, internationally, within the Geotechnical instrumentation field. Activities included:

- Sales Consulting for determining proper products and procedures for quoting and installation.
- Turn key installation services for geotechnical monitoring.
- Maintaining of servers and instrumentation hardware of monitoring projects.
- Training and testing services both domestically and internationally.

During this time and other principals developed an integrated, automated data collection system that collects data onsite and presents it in real time on a hosted web server application. This included the specification and configuration of the IT infrastructure for collection and data management

ROCTEST, INC. – Geotechnical instrumentation • roctest.com **4/ 04 - 10/07**
Field Installation / Sales representative-US territory

Returning to Roctest I continued my previous position of Sales Representative, and continued Field Installation and training activities. During this time I negotiated a variety of contracts, organized a training seminar for the "Pressuremeter in North America." I performed training and installation of tunnel instrumentation for the Canada Line Project in Vancouver.

SEGWAY, LLC – Personal transportation • segway.com
Service Representative

11/ 02 - 4/04

Working with this world leader individual transportation company, I performed a variety of service tasks, and often performed leadership roles within other departments. Service was standard FRU replacement and a variety of preventative maintenance. Most of my work was done in the field in high visibility events and trials. Including Initial acceptance trials with the United States Postal Service, and marketing work at the Farnborough Air show. Additional responsibilities included secondary duty of IT hardware support.

SUN MICROSYSTEMS – Major computer manufacturer • sun.com
Technical Service Engineer

12/ 00 - 11/01

Acting as the first technical level of support, for this major computer manufacturer, I was responsible for supporting the complete line of SUN hardware, including the line of Sparc systems, Ultra and Ultra Enterprise servers, as well as a variety of storage systems. ISO 9001 Company

ROCTEST, INC. – Geotechnical instrumentation • roctest.com
Field Installation / Sales representative-US territory

10/ 99 - 12/ 00

While in this position I acted as the primary interface between the customer and our company. I directed the customer through all areas of possible contact. My many responsibilities included quoting and initial sale, and the scheduling of assets. I led in the establishment of new satellite office and in negotiating two large contracts with high profile customers within the industry. I was also responsible for representing the company at trade shows. A large portion of my duties included quoting proposals for both the public and private sectors.

SKY-SKAN, INC. – Planetarium automation manufacturer • skyskan.com
Field Installer

10/ 97 - 10/ 99

Traveled extensively both internationally and domestically installing complete Planetarium automation and audio visual equipment. Customers included the state sponsored planetarium in Rio de Janeiro, and the Smithsonian National Air and Space Museum. I was also responsible for representing the company at various industry conventions, and providing technical support at various trade shows and conferences. Products included:

- Commercial audio systems.
- Commercial video projectors.
- Custom special effects
- Infrastructure wiring
- Rack wiring.

OPTIKOS CORPORATION – Optical metrology manufacturer • optikos.com
Electro-Optical Manufacturing Technician / Project Manager

9/95 - 10/ 97

In this position I assembled and repaired a line of Optical test equipment for the ophthalmology and optical manufacturing markets. I was also responsible for tracking and ordering inventory, quality control, software evaluation, customer support, field support and computer maintenance, including upgrading and installing various aftermarket products and integrating computers into other systems

EDUCATION:

- 3 Years at Umass Boston
- USMC Thirteen Month course for 2171 MOS Electro-Optical fire control technician
- High School diploma

SKILLS:

Electronics, Optics, Extensive Windows computer knowledge including standard business applications, AutoCAD, Video Analysis software and a large variety of other programs including Word, Excel, PowerPoint, Windows, 7, Windows XP, and Linux . Some web development and site design with HTML and CSS, as well as MySQL. Python and DOS scripting experience. Broad experience in infrastructure and technical wiring. Varied mechanical knowledge. Long history of customer support. Component level troubleshooting, and usage of test bench devices, Oscilloscopes, Multi meters, frequency generators.