

Richard Tomkins

Electronics Technologist
Technical Writer
Customer Support

Clients



Rolls-Royce



Pratt & Whitney Canada
A United Technologies Company



Employers



Mission

To do the best job possible, delighting all customers with the results.

Profile

More than 20 years' experience in high technology, with a demonstrated ability to deliver customer satisfaction.

How:

- ▶ Rapidly learn and use new processes, and products.
- ▶ Strive for high quality and promote cost reduction.
- ▶ Contribute to corporate success through strong team collaboration.
- ▶ Take the driver's seat when promoting improvement and change.
- ▶ Promote corporation at every opportunity.

Examples:

- Presented Dipix product and engineering capabilities in the People's Republic of China helped drive **12 million dollars in new business**.
- Designed and built Factory Installed Software processes reducing on-site install time on average by 16 hours, labour **savings of \$2000 per system** install greater than **300,000 systems per year** at DEC.
- Through changes to circuit design and metal fabrication reduced manufacturing and product cost by at DEC, **saving thousands of dollars per system**.
- Created document templates at GE Fanuc to include all new Brand Guidelines, to **revitalize the GE Brand, unite corporate businesses and unify public personae**.

Career Driver

Collaborative team member and contributor to corporate success by delivering cost effective technical solutions to customer problems.

Special Skills

My experience has developed the following abilities:

- ✓ **Problem solving** – Continuous Improvement Team and Basic Problem Solving Techniques extensively used in process and product quality enhancement.
- ✓ **Initiative** – Take action on good ideas, never wait for others to volunteer.
- ✓ **Planning** – Analyze requirements, solicit team input and share documents.
- ✓ **Team Building** – Facilitate team contribution, encourage all to participate.
- ✓ **Adaptation** – Embracing change and continuous learning.
- ✓ **Mentoring** – Technology lead of team of five technicians.

Employment History

neuron technologies – 2011 to present

Private consulting in computer support, technical writing and web development

PiXCL Automation Technologies – 2011 to present

Co-Founder, development of PiXCL interpreter for embedded applications

MDS Aero Support Corporation – 2010 to 2011

Technical writer, gas turbine test systems

GE FANUC – 2007 to 2008

Technical writer, ADC, DAC, SDR systems and modules

Public Health Agency of Canada – 2004 to 2005

Technology development and support

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