

# CIARA N. REED

## CONTROLS SUPPORT ENGINEER | PLC & INDUSTRIAL AUTOMATION

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## PROFESSIONAL SUMMARY

Controls and field service technician with 5+ years of experience supporting industrial electrical and automation systems, including 4+ years working with complex packaging machinery. Skilled in diagnosing PLC, HMI, motion-control, and electrical issues; guiding customers through troubleshooting; implementing system upgrades; and restoring equipment to production. Known for clear customer communication, independent problem-solving, detailed documentation, and effective support in high-pressure manufacturing environments.

## CORE COMPETENCIES

PLC Programming & Troubleshooting (Allen-Bradley, Beckhoff) | HMI Configuration & Support | Remote & On-Site Technical Support | Industrial Automation | Electrical Diagnostics | Root Cause Analysis | Control System Integration | Software Revisions & System Upgrades | Electrical Schematics | Motor Controls, VFDs & Servos | FAT/SAT | Customer Training | Technical Documentation | LOTO & OSHA Safety

## PROFESSIONAL EXPERIENCE

R.A. Jones — Covington, KY

**Field Service Electrical Technician** | February 2022–Present

- Diagnose and resolve PLC, HMI, automation, motion-control, and electrical issues on complex packaging lines, helping customers minimize downtime and restore production quickly.
- Provide responsive technical support to customer maintenance and operations teams through remote troubleshooting and on-site service at domestic and international facilities, independently prioritizing competing service needs.
- Program, modify, and maintain Allen-Bradley and Beckhoff PLC systems and HMI interfaces to meet operating requirements and customer specifications.
- Evaluate equipment performance, implement control-system software revisions, and complete upgrades and retrofits that improve reliability and line efficiency.
- Interpret electrical schematics, wiring diagrams, PLC logic, and technical manuals to isolate root causes and define corrective actions.
- Communicate troubleshooting plans, system status, and technical recommendations clearly to customers, engineers, and cross-functional service teams.
- Support installation, commissioning, factory acceptance testing (FAT), and site acceptance testing (SAT), verifying system operation before and after modification.
- Train operators and maintenance teams on safe operation and troubleshooting; document findings, system changes, and corrective actions in detailed field reports.

## Phoenix Upfitters, LLC — Middletown, OH

### **Electrical Technician** | August 2020–March 2022

- Installed, configured, tested, and repaired electrical systems for commercial vehicles, police cruisers, K-9 units, and specialty vehicles.
- Diagnosed electrical faults and completed corrective repairs to ensure reliable operation and minimize equipment downtime.
- Read schematics, wiring diagrams, technical drawings, and OEM installation manuals to route and terminate electrical harnesses accurately.
- Integrated power distribution, control modules, lighting, inverters, battery systems, GPS units, alarms, remote starts, liftgates, and other aftermarket equipment.
- Coordinated with fabrication teams and communicated with customers and internal stakeholders to clarify requirements, resolve issues, and deliver custom builds on schedule.
- Documented installations, modifications, inspections, and service work to support quality control and future maintenance.

## TECHNICAL SKILLS

**Controls & Automation:** Allen-Bradley and Beckhoff PLCs; HMI support; industrial automation; control-system integration; VFDs; servo and multi-axis motion systems; system upgrades and retrofits

**Electrical:** Troubleshooting and diagnostics; panel wiring and assembly; AC/DC systems; power distribution; motor controls; electrical schematics and blueprints; Fluke digital multimeters; basic diagnostic tools

**Service & Operations:** Remote and on-site support; root cause analysis; preventive maintenance; commissioning; FAT/SAT; customer training; technical reporting; Microsoft Excel, Word, and Outlook

**Safety & Certifications:** Lockout/tagout (LOTO); OSHA and site safety compliance; FANUC Handling Tool Operations and Programming

## EDUCATION

### University of Northwestern Ohio — December 2020

- Associate of Science, Mechatronics, Robotics, Automation Technology and Engineering
- Associate of Applied Technologies, High-Performance Motorsports Technology
- Associate of Applied Technologies, Automotive Technology