



Alessandro Rodrigues

Field Service Coordinator

Profile

Customer-oriented professional with extensive experience working in field service support in a cross-functional manner to support service department operations, planning, scheduling, dispatching, service quotation and after-sales.

Employment History

Field Service Coordinator at PRESSCO TECHNOLOGY

August 2022 — Present

Latin America and support for North America. Remote Aug 2022 - Present. Provided customer service support, ensuring high levels of satisfaction. Scheduled field services and coordinated service operations. Prepared service estimates for installation, maintenance, and training. Supported installation and commissioning projects, ensuring timely completion. Managing cases and service dispatches using Salesforce CRM. Collaborated with internal teams to resolve customer issues and provided B2B support. Sales and technical departments support to resolve customer issues. Quotations and revising services proposals.

Field Service Engineer at Pressco Technology

August 2021 — August 2022

2 Years - Customer service support onsite. - Install new systems and upgrades at customer sites.

SUPPORT SUBSEA ENGINEER (SUBSEA) at CONSTELLATION OIL SERVICES, Offshore

April 2014 — August 2021

Planning, execution, and preparation of maintenance reports. Tests and operations of subsea equipment. Maintenance and operation. Directly involved in commissioning and pre-operational acceptance of subsea equipment for the sixth-generation drill ship at Samsung heavy industries shipyard in Geoje, South Korea.

Education

English Certificate, FTA

January 2024

Postgraduate degree , Faculdade Única de Ipatinga

June 2020

Postgraduate degree in maintenance management and engineering.

Bachelor's Degree , Augusto Motta University Center - UNISUAM

June 2014

Bachelor's Degree in Petroleum Engineering , CREA 2013138422

Details

Rio de Janeiro

Brazil

+ 55 21 98189 1046

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Skills

Communication Skills

Computer Skills

Microsoft Office

Salesforce.Com

Ability to Multitask

Communication

Teamwork

customer service

Maintenance

Field Service Management

Customer Support

SaaS

Business to Business
Commerce

Service Management

Problem Solving

Customer Success

Customer Relationship
Management

Customer Experience

Customer Service Project

Support

Languages

Portuguese

Spanish

English