

CIDO DE REZENDE

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Full Irish Category C Licence

PROFESSIONAL SUMMARY

Experienced and dedicated Field Service Engineer with over 12 years of expertise in customer support, troubleshooting, and field operations. Proven ability to deliver high-quality repair, installation, and preventive maintenance services across healthcare, marine, and telecom sectors. Skilled in medical oxygen delivery and equipment setup, mechanical fittings, and life-saving appliances. Recognized for strong leadership, excellent problem-solving and outstanding communication skills, with a consistent focus on safety, customer satisfaction, and operational efficiency.

SKILLS

- Communication and Customer Service
 - Mechanical Fitting and Preventive Maintenance
 - Installation and Repair of Fiber Optic, Coaxial, and Satellite Systems.
 - Troubleshooting and Diagnostics (Mechanical and Electrical)
 - Technical Documentation and Reporting
 - Decision-Making and Problem Solving
 - Safety Compliance and Operational Efficiency
 - Time Management and Multitasking
 - Team Leadership and Collaboration
 - First Aid LSA Equipment
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EXPERIENCE

FIELD SERVICE TECHNICIAN

Air Liquide Healthcare – Dublin, Ireland

February 2025 – Present

- Delivered liquid oxygen to patients, ensuring accurate accuracy, safety, and timely service.
- Coordinated logistics for safe transportation and distribution in compliance with regulations.
- Manage inventory, proper handling, and storage of oxygen systems.
- Collaborate with healthcare providers to ensure correct setup and patient support.
- Provided exceptional customer service and technical support during installations.

MEDICAL OXYGEN GAS TECHNICIAN

Air Liquide Healthcare – Dublin, Ireland

February 2023 – September 2024

- Delivered oxygen therapy and medical equipment to patients.

- Oversaw logistics, inventory, and safety compliance for medical gases.
- Provided technical support and ensured patient satisfaction.
- Worked closely with healthcare professionals for safe equipment setup.

FIELD SERVICE TECHNICIAN

Actavo Network – Dublin, Ireland

January 2022 – February 2023

- Installed and repaired satellite, fiber optic, and coaxial systems.
- Diagnosed and resolved signal and connectivity issues.
- Installed fiber-to-the-home (FTTH) connections and troubleshooting faults.
- Delivered technical and customer support for residential and commercial clients.

FIELD SERVICE TECHNICIAN

Atlantic Marine – Dublin, Ireland

Janeiro 2016 – Janeiro 2022

- Conducted preventive and corrective maintenance on Life-Saving Appliances (LSA).
- Troubleshoot and repaired mechanical and marine systems, ensuring safety compliance.
- Performed diagnostics, root cause analysis, and technical reporting.
- Coordinated installations of machinery and equipment, ensuring specifications were met.
- Supported manufacturers and clients with design solutions and technical expertise.

FIELD SERVICE TECHNICIAN

Harding Safety Brazil – Rio de Janeiro, Brazil

Janeiro 2012 – Janeiro 2013

- Inspected, tested, and repaired mechanical systems and lifeboats.
- Implemented preventive and corrective maintenance strategies.
- Supervised installations and ensured compliance with safety standards.
- Collaborated with clients, vendors, and manufacturers to resolve technical issues.

EDUCATION

- Mechanical Technology
Brazil - 2012

CERTIFICATIONS

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| • Network Cabling Fiber and Coax | □ | □ Basic Hydraulic Systems | □ |
| • Safety and Compliance Training | □ | □ Basic Electronic System and Transmission Techniques | □ Manual Handling |
| • Mechanical Fitting and Maintenance | □ | □ Industrial Mechanical Equipment | □ Fire Warding |
| | | | □ First Aid |
| | | | □ Oxygen liquid equipment installation and maintenance |

LANGUAGES

- Portuguese – Native
- English – Fluent

REFERENCES

- Available upon request.