

Hunter Stokes Brown.

FIELD SERVICE ENGINEER

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PROFESSIONAL SUMMARY

Field Service Engineer with hands-on experience servicing and maintaining complex instrumentation at the intersection of hardware and software. Proven ability to diagnose, troubleshoot, and resolve technical issues across mechanical, electrical, and software systems. Background spanning food industry craftsmanship to full-stack web development provides a unique perspective on precision, problem-solving, and customer engagement. Passionate about technology, continuous learning, and building lasting client relationships.

TECHNICAL SKILLS

Hardware Diagnostics Instrumentation
Preventive Maintenance
Software Troubleshooting Fluidics Systems
Electrical Systems Documentation
Git / GitHub JavaScript SQL
PC Building Networking Linux

PROFESSIONAL SKILLS

- > Complex Problem Solving
- > Customer Relationship Mgmt
- > Clear Communication
- > Collaborative & Adaptive
- > Self-Directed Learner
- > Attention to Detail

EDUCATION

LEARN Academy

2018

Full-stack web development — JavaScript, React, Ruby on Rails, PostgreSQL

University of Oregon

2014 – 2017

Statistics, Economics, Mathematics, Business Administration

EXPERIENCE

Field Service Engineer

2/2025 – Present

Illumina — Oakland, CA

- Service and maintain advanced genomic sequencing platforms including hardware, software, and fluidics systems
- Diagnose and resolve complex instrumentation issues by bridging mechanical, electrical, and software troubleshooting
- Deliver on-site preventive maintenance, installations, and upgrades for customer laboratories
- Collaborate with cross-functional teams to document and escalate technical issues
- Build and maintain strong customer relationships through clear communication and reliable follow-through

Field Service Engineer

2/2024 – 2/2025

IQVIA — Bay Area, CA

- Serviced and maintained laboratory instrumentation across customer sites
- Performed hardware diagnostics, calibrations, and software troubleshooting
- Managed service schedules and documentation to ensure compliance and uptime

Meat Cutter

8/2021 – 2/2024

Piedmont Grocery — Oakland, CA

- Provided expert customer service in an upscale grocery environment
- Ensured quality assurance, product placement, and inventory management

Head Chef & Manager

3/2019 – 3/2020

Yataimura Maru — Portland, OR

- Led kitchen operations and managed front- and back-of-house teams in a high-volume environment
- Maintained rigorous quality standards while balancing speed and customer experience