

Daniel Buitron

IT Support | Technical Support | Field Service Technician

Phoenix, AZ | (602) 718-8837 | danimalb4575@gmail.com

PROFESSIONAL SUMMARY

Technically skilled support professional with extensive hands-on experience installing, maintaining, and troubleshooting large-format printers, direct-to-film printer systems, heat presses, and related software/hardware. Google IT Support certified with college coursework in software development and cybersecurity. Known for practical problem-solving, clear customer communication, equipment repair, and dependable technical support.

CORE SKILLS

Technical troubleshooting | Customer support | Hardware installation & repair | Printer/heat press maintenance | Software/hardware integration | Operating systems fundamentals | Networking & infrastructure fundamentals | IT security fundamentals | Adobe Illustrator & Photoshop | Color calibration & media profiles | Inventory management | Work order support

PROFESSIONAL EXPERIENCE

Groupe Stahl / Stahls / Hotronix - Chandler, AZ

Lead Technician / Hotronix Customer Service Technician (Remote) | *Dec 2023 - Jun 2026*

- Installed, maintained, and repaired Ultra Max Color direct-to-film printer hardware, software, and application boxes/ovens.
- Supported customers with maintenance, repair, installation, parts ordering, and troubleshooting for Hotronix heat press models including Fusion IQ, Auto Clam, and Maxx.
- Worked remotely from home while supporting Hotronix customers with troubleshooting, installation guidance, parts ordering, and repair assistance.
- Applied hardware/software troubleshooting to diagnose technical issues, communicate next steps, and improve equipment uptime.

Artisan Colour - Scottsdale, AZ

Digital Print Technician / Large Color Format Print Operator | *Mar 2018 - Feb 2021*

- Operated, maintained, and repaired HP DesignJet large-format printers, including HP 5000 and HP 360 systems.
- Completed Level 2 HP training for maintenance and repair of HP DesignJet 5000 at HP Headquarters in Atlanta, GA.
- Used a spectrometer to calibrate equipment and create media profiles for accurate color output.
- Prepared, edited, and print-ready files using Adobe Illustrator and Adobe Photoshop; managed inventory for 40+ media types.

PRI Reprographics / PRI Graphics - Phoenix, AZ

Printer Operator | *Jun 1995 - Feb 2018*

- Operated and maintained HP DesignJet 5000, 850, and 360 printers across a wide range of media types.
- Assisted customers with work orders, file preparation, print-ready corrections, and realistic production deadlines.
- Used Adobe software tools to prepare files for output and resolve production issues while supporting long-term production operations.

EDUCATION

DeVry University - Phoenix, AZ | *Jun 2011 - Jun 2014*

College coursework: Software Development with a concentration in Cybersecurity

Central High School - Phoenix, AZ | *May 1993*

High School Diploma

CERTIFICATIONS

Google IT Support Professional Certificate (Oct 2023) | HP DesignJet 5000 Level 2 Maintenance & Repair Certificate (HP Headquarters, Atlanta, GA)