

Keven D. Crick

Electrical Technical Support Engineer | Electronics Test & Repair | Avionics Systems | Maintenance & IT Management

Key Expertise



Technical Support Engineer

Electronics hardware integration across IoT, applied AI, and smart-grid technologies, including support for TWACS and AclaraONE.



Electronics Test & Repair

Fire Pump Controllers, Electronics Service Technician.



Avionics Systems

FAA Airframe & Powerplant Mechanic with Boeing 737 avionics experience.



Maintenance & IT Management

Director of Maintenance, Systems Administration.

Education & Training

Hubbell University

October 1, 2025

Generative AI Training Certificate

Department of Transportation - Federal Aviation Industry

February 28, 2015

FAA Mechanic Certificate: Airframe & Powerplant

Baker's School of Aeronautics, Lebanon, TN

February 16 - 28, 2015

Completed the FAA written examinations and oral and practical tests with Designated Mechanic Examiner Mike Eason.

Federal Communications Commission (F.C.C.)

January 10, 2015

F.C.C. Technician License to operate, repair & maintain, electronic systems and radio communication stations.

ICS of Scranton Pennsylvania

August 13, 1999

Microsoft Certified P.C. Repair, Systems Engineer (Diploma). Certified Professional PC Repair 95% Cumulative Average (Transcripts Here)

GTCC (Guilford Technical Community College)

May 27, 1997

Airframe & Powerplant Repair Technician training F.A.A. Certificate# EJ9T114R. Associate in Applied Science, 3.38 Cumulative Grade Point Average (Transcripts Here)

Mobile Vehicle Air Conditioning Technician (MVAC)

September 20, 1995

E.P.A. Certification# 77175

N.C. State board of Refrigeration examiners

September 13, 1994

E.P.A. Certified Air Conditioning Technician Type I, Type II, Type III & Type IV (not including MVAC). Certification# NC-250-1596

Allen Institute Automotive Training Program

October 26, 1993

Automotive Computer Technology

U.S. Army Service & Training

Various Dates: May 3, 1984 - August 25, 1986

End Time of Service U.S. Army Honorable Discharge - *August 25, 1986*

Letter of appreciation, 632nd Maint. Co. (recovery of \$45,000 in usable components) - *March 10, 1986*

U.S. Army (DS & GS) Certificate Maintenance Training 240 Hrs. - *February 3 - February 28, 1986*

U.S. Army Engineer School, Fort Belvoir Va. Diploma - *January 18, 1985*

Letter of commendation (Department of Army) - *September 25, 1984*

U.S. Army, Basic-Training - *August 24, 1984 - October 19, 1984*

Enlisted U.S. Army (Power Generation Equipment Repairman 52D10) - *May 3, 1984*

Wauconda High School, Lake County Illinois

Class of 1984

Graduated. While in High School Extra Curricular 1982-1984 Lake County Community College (Radio & TV repair course).

Work Experience



Aclara (Hubbell Power Systems) - Electrical

Technical Support Engineer (Remote)

June 19, 2022 – Present

Utilizing the telephone and a remote desktop connection I currently help support the "Two Way Automatic Communication System" for Hubbell Power Systems. I work with AclaraONE, TWACS OC, Microsoft products (Windows Operating Systems, Office applications), UNIX/Linux, Oracle PL/SQL and more to serve the water, gas and electric utility space. I analyze SQL Server and Oracle data to troubleshoot AclaraONE, TWACS and NISC system interfaces across TCP/IP, radio and serial communication links. I create SQL scripts, Windows batch files, and software workarounds, explaining technical findings to customers with varied levels of technical experience. May 7, 2026: Created an easy-to-use HTML-based internal tool for the GenV Toolkit, adding the missing ability to convert lists of device MAC addresses into properly structured CSV files for RF firmware-over-the-air updates.



Metron (Hubbell Industrial Controls Division)

- Electronics Service Technician

September 10, 2018 – June 19, 2022

Worked with Fire Pump Controllers. Specialized in reduced voltage 3 phase motor controllers including across line, part winding wye delta, autotransformers, Soft starters and VFD. Repaired electric motor controllers & diesel engine controllers; tasks included replacing PCB's, loading firmware, setting limit switches, programming setpoints, calibrating equipment (current transformers, thermocouples, pressure transducers). Followed NFPA & UL standards. Lead service technician for The Metron product line, traveled for onsite service and commissioning. Provided Technical Support via phone.



N-State Aviation (NSAMRO) - A&P Avionics

Technician (Lead)

December 1, 2014 – March 31, 2017

Lead position troubleshooting and installing aircraft avionics systems, parts and assemblies. Installed electrical and electronic components in FAA certified aircraft. Assembled wires, harnesses, breakers, switches, electrical control panels. Fabricated parts. 2 1/2 years Boeing 737 (series 700-800-900ER) commercial aircraft experience.

Cross Technology Inc. - Systems Administrator / Director of Maintenance

2004 – November 2012 (BBB business profile)

Supported IT systems (PBX phone system & Windows network), managed company domains and email. Supervised wire harnessing division personnel and directed maintenance of plant manufacturing equipment (automated wire processing, test equipment, Komax cutters, Tyco Spoolers, crimpers, injection molding machines, CNC machines). Created maintenance logs. Assisted sales, facilitated compliance testing (SAE81765/1, Mil-I-81765A). Created product catalogs, company and product websites, technical articles and advertising graphics for industry publications. 6 years experience with F1837M Aerospace specification (Nu-Tech product line). Supervisor: CEO James Inman.

Triad Guarantee Insurance Corp. (Now Essent) - Information Systems Administrator (Computer Hardware Technician)

March 6, 2001 – March 9, 2004

Built computer networks & wiring. Supported Windows/Linux local servers, local/remote workstations. Managed company Email (MS Exchange server 2000). Managed remote applications support (Citrix, remote desktop). After-hours support. Incorporated Norton Ghosting technology for workstation OS maintenance. Supervisor: Kenneth McMellon.

NCPCS - CEO

March 10, 1999 – Present

Computer & Consumer Electronics networking. Soldering for repair/upgrade of Motherboards, Monitors, Displays, Batteries, Memory, Video Cards, Network adapters, Keyboards, Hard Drives, CDROMs/DVD players. Networking (wireless, custom cabling). Internet support (Routers, Switches, Hubs, Webcams, Security Systems, Website controlled devices). Corporate E-Mail, Internet Marketing & Graphics, E-commerce sites. Experienced in programming and AI integrations; working with Microsoft, Apple, Unix, Linux, Android OS.

Diversified Technical Services (DTS) of Greensboro - Mobile Electronics Technician

April 15, 1996 – December 13, 1998

Repaired computerized cardiovascular monitoring recording systems for Hospital Gyms and Rehabilitation Units. Utilized laptop, wiring diagrams, schematics, DVM & Oscilloscope. Services included version updates, modifying equipment, creating cables. On call for hardware repair/replacement (cloning disk drives, re-programming Flash ROMs, circuit board Re-Work, soldering, small motor repairs, power supplies, displays). Supervisor: CEO Robert Delp.

Mobile PC Doctor, High Point NC - Co-founder

September 11, 1995 – (Relocated October 2000)

Created business plan with Associate David Long and started a computer repair & support business. Offered mobile computer support services in Triad areas of North Carolina.

Ilderton Dodge of High Point - Automotive Service Technician (Promoted to build Handicapped Conversion Vans)

Dates not specified (After Crescent Ford)

Part-Time mechanic while attending school. Hired full time to hand craft new Dodge vans into fully functional handicapped conversion vans. Utilized equipment manufacturer drawings, wiring diagrams, schematics to retrofit vehicles. Supervisor: Tim Ilderton.

Crescent Ford of High Point - Automotive Service Technician

1989 – 1996

Attending school. Inspected used cars. Repaired trade-ins and used car purchases to Ford Certified Pre-Owned Status. Services included NC Automotive Safety & Emissions Inspection, mechanical overview, servicing drive train and automotive climate control systems. Supervisor: Jake Bertchie.