

Ellen Giancola

Ellwood City, Pennsylvania, United States | www.ellievision.net/

SUMMARY

Engineering Technician with experience supporting manufacturing IT infrastructure, industrial systems, end user computing, labeling platforms, and network connected production equipment in regulated environments. Proven ability to deploy and troubleshoot software, hardware, printers, applications, and production systems while collaborating with engineering, operations, and corporate IT teams. Strong background in technical problem solving, system documentation, process automation, and maintaining reliable business critical systems.

EXPERIENCE

Becton, Dickinson and Company

Zelienople, PA

Manufacturing Engineering Technician II

April 2023 - Present

- Owned plant labeling systems end to end in a regulated environment: label creation and revisions, controlled downloads, verification, and production release support.
- Installed, configured, repaired, and maintained Canon, HP, Zebra, Afinia, and NeuraLabel printers supporting multiple production areas.
- Designed new labels and updated existing labels using Adobe Illustrator plus BarTender and EasyLabel, maintaining authorized changes and revision control.
- Supported 12 network connected validated print stations for regulated production labeling, maintaining uptime through troubleshooting, repair, and preventive maintenance.
- Performed UDI label verification including GTIN barcode verification and label verification using an LVS 9510 system, ensuring scannability and compliance before release.
- Coordinated between label design teams and plant stakeholders to troubleshoot issues, implement changes, and keep production moving.
- Repaired and supported legacy Windows based Automated Calibration and Test Systems, troubleshooting hardware, software, networking, and instrumentation issues to sustain critical plant operations.
- Performed plant wide preventive maintenance and troubleshooting on electrical and mechanical equipment to improve uptime.

Becton, Dickinson and Company

Zelienople, PA

Assembler I

June 2022 - April 2023

- Assembled mechanical components and subassemblies using hand and pneumatic tools, following strict quality standards in a clean-room environment.
- Maintained detailed records and documentation to support traceability, regulatory compliance, and consistent process control.
- Collaborated with maintenance and engineering teams to identify and resolve mechanical assembly issues, reducing downtime and defects.
- Contributed to improvement efforts including inventory optimization and lean manufacturing initiatives, boosting efficiency by 20%.
- Maintained a clean and compliant workspace aligned with ISO 13485 quality management requirements and site safety policies.

Beaver County Court Administration

Beaver, PA

Audio/Visual Technician

November 2015 - December 2020

- Maintained and serviced AV systems across 8 courtrooms, ensuring 97% uptime through proactive troubleshooting and on-the-spot repairs.
- Integrated, tested, and configured complex hardware including video routers, microphones, amplifiers, and telecommunication systems.
- Led the full upgrade of outdated AV infrastructure to modern digital systems, improving system reliability and signal clarity.
- Trained staff on equipment use and performed preventative maintenance to avoid downtime during critical operations.
- Managed high-volume telecommunication sessions, maintaining secure and uninterrupted video/audio feeds for remote participants.

Beaver County Micrographics

Beaver, PA

Archivist

January 2015 - November 2015

- Digitized over 100,000 government documents using specialized scanning equipment, ensuring accurate cataloging and secure archival storage.
 - Repaired and preserved damaged historical records, applying hands-on techniques in a precision-controlled environment.
 - Coordinated secure transport and storage of sensitive materials, maintaining strict handling and confidentiality protocols.
 - Delivered timely document retrieval services for 30+ departments, supporting operational continuity across government offices.
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PROJECT

Printerrupter

January 2026 - March 2026

Becton, Dickinson and Company

- Developed a Windows desktop application to automate barcode capture and label generation processes for manufacturing operations.
- Designed an operator focused interface that reduced manual data entry and improved data accuracy across labeling workflows.
- Performed software testing, deployment, troubleshooting, and user support while maintaining compatibility with production hardware and printers.

Purdue Model Firewall Deployment

January 2025 - September 2025

Becton, Dickinson and Company

- Collaborated with corporate IT and cybersecurity teams during deployment of a Purdue Model based industrial network segmentation initiative.
- Performed network discovery, communication validation, and system testing across manufacturing, engineering, and business environments.
- Troubleshoot connectivity issues, verified firewall rule functionality, and supported secure integration of production systems into the segmented network architecture.

System Issue Tracker

May 2024 - June 2024

Becton, Dickinson and Company

- Designed and deployed a web based issue tracking application to centralize equipment support requests, troubleshooting records, and corrective actions.
- Implemented searchable records, user comments, status dashboards, and data export functionality using modern web technologies.
- Managed application hosting, system updates, user support, and ongoing feature enhancements within an internal production environment.

Laser Lab Warning System

January 2024 - April 2024

Becton, Dickinson and Company

- Designed and deployed a network connected laboratory safety monitoring system utilizing sensors, control hardware, alarms, and visual status indicators.
- Developed system documentation, wiring diagrams, and troubleshooting procedures to support long term maintainability.
- Performed installation, testing, and issue resolution while coordinating with engineering, facilities, and laboratory personnel.

EDUCATION

Additional College Coursework – Computer Science

Penn State University, Erie & University of Pittsburgh, Bradford • 2012 to 2014

- Completed coursework in Object-Oriented Programming, Software Development, Data Structures, Algorithms, and IT.

High School Diploma

Graduated with distinction

Seneca Valley School District

2012

SKILLS

Windows & Linux Systems Administration

Network Troubleshooting & Industrial Networking

Web Application Deployment & Technical Documentation

System Installation & Technical Support

Microsoft Office (Word, Excel, Outlook, Teams)

Labeling & Print: BarTender, EasyLabel, NeuraLabel, Adobe Illustrator, Zebra printers, barcode verification, controlled label release

UDI, GTIN, LVS & Validated Print Stations

Preventive Maintenance Systems (Limble CMMS Admin)

Mechanical Troubleshooting & Equipment Repair

Safety & Quality Compliance (ISO 13485, cGMP, OSHA)

Cross-Functional Collaboration (Engineering, IT, Operations, Design)