

Justin O'Bryan

Technical Service Manager

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Summary

Hands-on maintenance leader with eight years keeping arcade games, amusement rides and commercial kitchen equipment running. I diagnose and repair electrical and mechanical faults, run parts and vendors, keep preventive maintenance on schedule, and have led a team of ten technicians. I also build the software my team uses to track assets, work orders and parts.

Experience

Technical Service Manager · Gattitown, Lexington, KY Dec 2024 – Present

- Own repair and maintenance for every video and redemption game, ride, pizza oven, ice machine and point-of-sale computer in the center.
- Built and rolled out the work-order and parts system the technicians use daily. It reads the point-of-sale system's daily reports, opens work orders automatically and ranks repairs by revenue at risk.
- Manage parts ordering, vendor follow-up and preventive-maintenance schedules to keep downtime low.

Senior Arcade Technician · Malibu Jack's, Lexington, KY Apr 2024 – Dec 2024

- Diagnosed and repaired complex electrical and mechanical faults across the arcade.
- Managed parts inventory and ordering, and worked with vendors to cut downtime.

Metal Fabricator · JM Weldco Mar 2022 – Apr 2024

- Ran a CNC plasma cutter and CNC press brake to cut and form 3/16" aluminum parts from production files.
- MIG welded and fastened assemblies, deburred to a hand-safe finish, and checked every part against spec before it shipped.

Technical Service Manager · Malibu Jack's, Lexington, KY Jul 2020 – Mar 2022

- Led a team of 10 technicians maintaining every attraction, from go-karts and roller coasters to arcade games and facility equipment.
- Built preventive-maintenance and repair training for the team.
- Ran schedules, time off and parts ordering, worked with manufacturers to reduce downtime, and kept the shop OSHA compliant.

Arcade Technician · Bowling Technician · Malibu Jack's, Lexington, KY Aug 2018 – Mar 2020

- Preventive maintenance and troubleshooting on arcade games from manuals and schematics (Jan 2019 – Mar 2020).
- Maintained and repaired GSX pinsetters (Aug 2018 – Jan 2019).

Skills

Equipment: arcade and redemption games, rides, bumper cars, conveyor pizza ovens, ice and soda systems	Electrical: meter-driven troubleshooting, wiring, power supplies, boards, schematics
Leadership: team of 10, training programs, scheduling, OSHA compliance	Operations: parts sourcing, vendor management, preventive maintenance planning
Fabrication: CNC plasma, CNC press brake, MIG welding aluminum	Software & IT: web apps, Docker, Linux servers, networking, Git, ESP32

Education & Training

Lafayette High School, class of 2018 · OSHA training, 2022