

Ali Flowers

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SUMMARY

Lead **condition monitoring** and customer service specialist with 10 years of experience supporting **heavy equipment** reliability, **remote diagnostics**, fleet operations, and maintenance decisions. Combines telematics, electronic machine data, **S-O-S™ fluid analysis**, inspections, repair history, and site conditions to identify developing concerns and recommend practical next actions. Reviews incomplete or conflicting information, weighs severity and asset criticality, and turns evidence into clear guidance for fleet managers, dealers, service teams, and customers. Leads analysts, strengthens documentation, and follows cases from alert review through issue closure. Career progression from maintenance data analysis to senior reliability leadership reflects a steady focus on equipment availability, lower downtime, owning and operating costs, and service excellence. This background supports reliable customer decisions and stronger fleet outcomes.

EXPERIENCE

Lead Condition Monitoring Advisor

March 2023 - Present

Summit Fleet Reliability Services

Fort Collins, CO

Leads remote health reviews for mixed **heavy equipment** fleets, guides analysts, and coordinates evidence based recommendations across customers, dealers, and service operations.

- Correlated **telematics**, fluid analysis, inspections, repairs, and operating conditions to identify developing component concerns.
- Prioritized fleet cases by severity, asset criticality, operational impact, and strength of supporting evidence.
- Translated diagnostic findings into concise recommendations with risks, inspection steps, repairs, and follow up checkpoints.
- Coached analysts on data correlation, case documentation, **critical thinking**, and customer ready communication.
- Maintained traceable records of evidence, customer discussions, actions, and closure status within monitoring systems.
- Reviewed recurring alerts with **technical support** and **service operations**, improving monitoring standards and fleet confidence.

Senior Reliability Analyst

July 2020 - February 2023

Front Range Equipment Analytics

Denver, CO

Analyzed equipment health information for construction and industrial fleets, connecting diagnostic evidence with practical maintenance decisions and coordinated field action.

- Analyzed **telematics**, diagnostics, inspections, maintenance records, and fluid trends across equipment fleets.
- Separated actionable health concerns from transient events through historical trend and source quality review.
- Developed maintenance recommendations linking component risk, operating demands, **repair history**, and service decisions.
- Validated conflicting sensor information before escalating high consequence cases for targeted inspection.
- Built case records covering evidence, reasoning, communication, next actions, and closure criteria.
- Coordinated critical asset inspections and repairs with **service operations** and **customer support** teams.

Condition Monitoring Specialist

August 2018 - June 2020

High Plains Machinery Services

Greeley, CO

Monitored **heavy equipment** health, prepared technical guidance, and connected remote findings with field inspections, service scheduling, and customer follow through.

- Monitored **telematics**, diagnostics, inspections, and maintenance history for developing equipment concerns.
- Correlated fluid analysis with **electronic data** and recent repairs for evidence based service guidance.
- Prepared technical summaries covering observed conditions, likely risk, verification steps, and follow up.
- Tracked recommendations through customer response, inspection, scheduling, and closure in monitoring records.
- Reconciled remote findings with physical inspections alongside field technicians and service coordinators.
- Applied **predictive maintenance** practices to component wear patterns across construction and **industrial machinery**.

Maintenance Data Analyst

June 2016 - July 2018

Rocky Mountain Industrial Equipment

Loveland, CO

Supported maintenance planning by organizing equipment health information, resolving data gaps, and preparing reliable context for service and reliability specialists.

- Organized **repair history**, inspections, machine hours, and fault data into equipment health summaries.
- Reviewed service records for repeat component concerns and incomplete corrective actions requiring technical review.
- Prepared maintenance data packages with equipment context for reliability and service specialists.
- Maintained accurate case records while resolving inconsistent information with field and service teams.
- Communicated status and information needs using concise explanations for maintenance scheduling decisions.
- Built practical knowledge of **heavy equipment** systems, maintenance workflows, and **data quality** practices.

PROJECTS

Fleet Health Alert Improvement 📅 2024

A recurring alert became a useful conversation starter. Reviewed closure outcomes and evidence quality, then refined triage guidance for clearer recommendations and more consistent customer follow through.

Remote Diagnostic Case Standard 📅 2022

Incomplete records slowed good decisions. Structured evidence, reasoning, communication, next actions, and closure criteria so service teams could resume cases with context intact.

LEADERSHIP & AWARDS

- Certified Reliability Leader recognition, 2024
- Certified Maintenance and Reliability Professional achievement, 2022
- Progressed from maintenance data analysis into lead condition monitoring leadership through sustained fleet reliability impact.

EDUCATION

Bachelor's Degree in Mechanical Engineering Technology

2016

Colorado State University GPA: 4.0

Fort Collins, CO

Coursework: Machine design, Reliability engineering, Fluid mechanics, Maintenance systems

CERTIFICATIONS

- Certified Maintenance and Reliability Professional 📅 2022
- Certified Reliability Leader 📅 2024

TECHNICAL SKILLS

- **Monitoring Platforms:** Telematics portals, Remote monitoring systems, Customer data platforms
- **Diagnostic Data:** Electronic fault data, Machine health data, Sensor information
- **Fluid Analysis:** S-O-SSM fluid analysis, Oil analysis, Component wear analysis
- **Reliability Methods:** Predictive maintenance, Condition monitoring, Reliability practices
- **Inspection Systems:** Equipment inspections, Field inspection reports, Component assessments
- **Fleet Operations:** Fleet management, Asset criticality, Equipment availability
- **Service Operations:** Maintenance planning, Repair coordination, Service scheduling
- **Case Documentation:** Issue records, Evidence tracking, Closure criteria
- **Data Analysis:** Trend analysis, Data correlation, Source validation
- **Customer Support:** Customer communication, Dealer support, Technical recommendations
- **Heavy Equipment:** Construction machinery, Industrial machinery, Mobile equipment
- **Risk Review:** Alert prioritization, Severity assessment, Operational impact

SKILLS

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|------------------------|--------------------------|-----------------------------|--------------------------|
| • Condition monitoring | • Remote diagnostics | • Equipment inspections | • Customer communication |
| • Heavy equipment | • Predictive maintenance | • Fleet management | • Critical thinking |
| • Industrial machinery | • Reliability practices | • Alert prioritization | • Service excellence |
| • Telematics | • Fluid analysis | • Technical recommendations | |

PROFESSIONAL AFFILIATIONS

- Reliability and maintenance professional community participant
- Heavy equipment service and fleet support collaboration network member

LANGUAGES

- English (Native)
- Spanish (Intermediate)

ADDITIONAL INFORMATION

Work Status : Authorized to work in United States. No sponsorship required.

REFERENCES

AVAILABLE ON REQUEST