

CHRISTOPHER ZACH BENTON

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SKILLS AND EXPERTISE

- | | | |
|-------------------------------|-------------------------|---------------------------|
| • Client Relationships | • Operations Management | • Payroll Management |
| • Highly Skilled w/ Computers | • Personnel Management | • Training and Onboarding |

RELEVANT EXPERIENCE

AT&T

Wire Technician

Nashville, TN

May 2015 – Present

- Install and repair U-Verse IP-DSL, IP-TV, and VOIP services for residential and business customers.
- Build out physical network infrastructure for computer, telephony and broadband services with low voltage cable, POTS lines and coaxial cable.
- Ensure customer satisfaction through detailed product explanation, demonstration and education of service features and functionality. Assist customer with setting up WI-FI and wired TCP/IP connectivity for desktops, laptops and other IP enabled devices.

U. S. Security Associates

Nashville Branch Operations Manager

Nashville, TN

January 2011 – May 2015

- Manage approx. 12,000 hours of weekly client accounts, staffed by 400+ Security Officers & Supervisors, covering Nashville and an extensive surrounding area.
- Manage all aspects of the onboarding process, ultimately hiring and training an average of a dozen or more Security Officers monthly.
- Maintain positive client relations via routine client meetings and quickly addressing any service issues that may occur.
- Enter and review approx. 12,000 hours of payroll & billing for the branch on a weekly basis using the WinTeam & AS400 systems.
- Responsible for all technical support in branch office, which involved desktop level support of PCs, business applications, printers and network connectivity.

Central Defense Security

Field Supervisor (Armed)

Memphis, TN

November 2009 – January 2011

- Conducted on-site quality assurance inspections of all local Central Defense accounts.
- Worked in tandem with Area Managers to ensure all tasks assigned by branch management were completed.

U. S. Security Associates, Inc.

Memphis Branch Operations Manager

Memphis, TN

May 2009 – November 2009

- Managed approx. 5,000 weekly hours of client accounts.
- Managed all onboarding procedures for the branch, hiring new Security Officers every week.
- Assisted Branch Manager with payroll, client meetings, corporate compliance, and other tasks as needed.

Field Supervisor

January 2009 – May 2009

- Conducted on-site quality assurance inspections of all local USSA accounts.
- Maintained positive professional relationships with clients during site visits.

Security Officer (Unarmed)

January 2007 – January 2009

- Patrolled various commercial accounts, maintained relationships with clients, and responded to all incidents with appropriate action in a timely manner.

EDUCATION AND CERTIFICATIONS

Southwest Community College

Criminal Justice Program

Memphis, TN

2006-2007

High School Diploma

2006