

Objective

A proven record of success in cost reduction, leadership development, mentoring, motivating, customer service and sales. Twenty eight years of experience in the telecommunications industry with companies ranging in size from smaller family owned to 5th largest cable company in the country with over seven million base customers.

Skills

Microsoft Office, Microsoft Word, Microsoft Excel, Microsoft Outlook, Microsoft Powerpoint, C.

Work Experience

Field Service Manager III

ABC Corporation - August 2013 – December 2014

- Managed a team of 21 technicians in a territory covering approximately 1/3 of Mississippi and parts of Alabama.
- Trained, developed, motivated and communicated daily with total staff of 40 technicians.
- Ensured the efficiency of daily routes by routing orders to included on-time arrivals, units per day, location, tier level, available internet connection and field equipment.
- Resolved customer related issues by phone and performed quality control inspections in the field.
- Created and maintained performance charts to track tier progression, all tech to tier 2 or higher.
- Documented monthly safety inspections of all fleet vehicles and conducted weekly safety reviews.
- Conducted weekly equipment inspections to ensure field usage, reduce drive times and lower aged equipment.

Field Service Manager

ABC Corporation - 2012 – 2013

- Recruited by Digicon Geophysical to coordinate customer service supervisory IT specialist and managed new installations in technical insight executed time frames repair, and maintenance of TIMAP, VAX II 6800 and 7800 seismic data processing systems.
- That consisted of complex projects repairing of all peripheral equipment down to the component level.
- That with customer service using the cutting-edge complex projects the clientele comprised of Houston Data Processing, Exxon, Conoco, Texaco, Shell, and Pennzoil.
- Managed and oversaw the duties of recruiting, hired, trained, and supervised activities of eight Field Service Engineers and Technicians, assigned work priorities, and conducted performance reviews and evaluations goals objectives work plans.
- Assignment of projects best practices in attention to detail coordinated and managed final system acceptance at customer sites in the United States and Venezuela.
- That collaborative work environment as customer service to communication coordinated executed setup benchmark on new regimes, performed diagnostic tests, troubleshooting, and repairs of system deficiencies, and identified and addressed operator errors.
- Managed developed and implemented preventative maintenance programs oversaw and provided on systems under service contract as needed to maintain by Texas Instruments,

modified equipment to meet customers application, and analyzed and resolved complex projects hardware and software applications of system issues that included solved problems established invoicing all services..

Education

Accounting - 1982(Louisiana State University)