

ROBERT SMITH

Field Service Manager II

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Operations Training Leadership Team Building Savvy senior manager with a record of accomplishment developing, implementing and directing programs and operations involving training, leadership and cost reduction. Certified in as technical trainer on all Sharp, Minolta, Okidata and KIP machines. Designated as Chief of the Master Technologies Group by Northern Business Machines. Extensive experience troubleshooting mechanical and electrical problems for all copier product lines.

EXPERIENCE

Field Service Manager II

ABC Corporation - 2005 - 2013

- Responsible for the performance of 14 Service Technicians and 1 Setup - delivery driver.
- Prepared annual performance evaluations as well as interim appraisals.
- Established, maintained and built strong team performances by ensuring technicians receive proper training, coaching and leadership.
- Coordinated all machine deliveries between customers and sales force.
- Impact player and problem solver for both customers and company personnel.
- Identified issues before they became problems.
- Found solutions to both simple and complex problems and resolved the problem in a timely manner.

Field Service Manager

ABC Corporation - 2002 - 2005

- Liaison between Branch Management, Field Supervisors, and client representatives.
- Acted as after-hours and weekend point of contact for all branches and personnel.
- Supported Branch Management in delivering quality customer service.
- Assisted with new client start-ups by writing and organizing site post orders, training programs, and technology solutions.
- Delivered professional and competent customer service in absence of Branch Managers.
- Acted as Branch Manager after-hours and weekends by responding to clients and site issues or emergencies.
- Trained and developed supervisors and officers in the field..

EDUCATION

- Diploma in Auto Mechanics - (Arlington High School - Arlington, MA)

SKILLS

Srevice Manager.