

# Field Service Manager/Supervisor

## ROBERT SMITH

Phone: (123) 456 78 99  
Email: [info@qwikresume.com](mailto:info@qwikresume.com)  
Website: [www.qwikresume.com](http://www.qwikresume.com)  
LinkedIn: [linkedin.com/qwikresume](https://www.linkedin.com/qwikresume)  
Address: 1737 Marshville Road,  
Alabama.

### Objective

10+ years of experience in customer service, time management, and organizationally skilled positions of which have honed my ability to multitask, adapt, and problem solve to produce thriving result. Seeking an employment opportunity where my knowledge of communication techniques, data analysis, and critical thinking can be applied to surpass goals and bolster operations.

### Skills

Microsoft Office, Forklift Operator, Data Analysis, People Management, Team Building, Customer Service Skills.

### Work Experience

#### Field Service Manager/Supervisor

**ABC Corporation** - November 2013 - June 2016

- Routed appointments using statistical analysis of data to increase revenue, decrease travel time, and improve customer satisfaction.
- Coordinated contractor scheduling and arrival to meet provider and customer needs.
- Analyzed data for the placement of weekly equipment orders and dispensed necessary equipment.
- Maintained shipping and receiving warehouse operations and inventory control.
- Responsible for professional and timely communications through numerous avenues.
- Compiled reports from metric data to assess progress and discover trends for office improvements.
- Improved office metrics resulting in an increase in appointments, which maximized revenue gains.

#### Field Service Manager

**ABC Corporation** - 2010 - 2013

- Managed a total of 32 accounts monitoring, repairing and replacing the various components use to deliver media content as well as computer components and software needed to run media adds.
- Demanded a high interaction with customers, combined with critical thinking and problem solving.
- Established productive relationships with each account to facilitate a positive business-to-business partnership.
- With little to no supervision, effectively increased revenues generated in my region by over 25% in the first six months.
- Transformed this territory from the worst producer of revenue to the 2nd highest revenue producer in the company.
- Developed new operational procedures and time management reports that were incorporated throughout the company.

- Worked independently and in a team environment, communicating with the corporate office and regional manager by phone, emails, and weekly reports..

## Education

Accounting - 2004(Rogers State University - Claremore, OK)