

ROBERT SMITH

Field Service Manager

Phone: (0123)-456-789 | Email: info@qwikresume.com | Website: Qwikresume.com

SUMMARY

Senior Technical professional with experience in: Field Service Electronics Customer Service Project Coordination Process Equipment Lean Manufacturing Training/Supervision Contract Negotiation Recognized for the ability to work independently and as part of a cross functional team to achieve business objectives and deliver outstanding customer service.

CORE COMPETENCIES

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

PROFESSIONAL EXPERIENCE

Field Service Manager

Dish Network - July 2012 – 2019

Key Deliverables:

- Provided technical support to technicians for end user customers.
- Ensured optimal level of customer satisfaction.
- Evaluated technicians work to ensure install are up to company standards and all safety procedures are followed.
- Maintained all company vehicles efficiently.
- Conducted interview and hired new field service technicians.
- Managed and provided timely response to all customer inquiries.
- Performed performance appraisals and prepared reports.

Field Service Manager

ABC Corporation - 2007 – 2012

Key Deliverables:

- Duties Manages overall direction, coordination, evaluation of Satellite Installer team members.
- Recruits, hires and evaluates new employees to create high performing teams.
- Trains new and existing installation staff on effective installation techniques and tools.
- Conducts on-site inspections to evaluate and coach team members regarding quality.
- Installation and ensure adherence to safety standards.
- Manages fleet-related process including vehicle maintenance and upkeep.
- Practices and coaches behaviors that ensure quality customer service..

EDUCATION

- Communication - July 2012(Community College of the Air Force - Waxahachie, TX)