

Robert Smith

Field Service Manager III

PERSONAL STATEMENT

Telecommunications and field service professional with 15+ years of experience in project management, network management, network operations, and systems engineering. Strong teamwork, great communication, creative, and analytical problem solving skills. Solutions-focused, results-oriented, with well documented track record of success. My extensive background in telecommunications has allowed me to gain knowledge and expertise in an extremely wide range of the business and operational aspects of the industry.

WORK EXPERIENCE

Field Service Manager III **ABC Corporation - 2005 - 2013**

Responsibilities:

- 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.

Field Service Manager **ABC Corporation - 2004 - 2005**

Responsibilities:

- As the Field Service Manager, I performed the same duties as I did in the Field Services Support role.
- As manager, I became responsible for hiring, coaching, and terminations.
- Also became responsible for ordering, maintaining, and tracking inventory for two states.
- Created a database to track equipment serial numbers and the customer locations where the equipment was installed.
- Located; vetted; and hired external contractors to install and repair equipment in locations where our technicians were not available.
- Programmed; tested; and shipped equipment to these vendors.
- Headed up a project to remotely update all of our equipment to become compliant with the new NANPA number plan for area codes..

CONTACT DETAILS

1737 Marshville Road,
Alabama
(123)-456-7899
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SKILLS

Microsoft Office, Sales,
Retail, Customer Service.

LANGUAGES

English (Native)
French (Professional)
Spanish (Professional)

INTERESTS

Climbing
Snowboarding
Cooking
Reading

REFERENCES

Reference - 1 (Company Name)
Reference - 2 (Company Name)

Education

Associate of Art - 2007(Front Range Community College)