

# Field Service Manager

# ROBERT SMITH

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## Objective

Excellent troubleshooting and problem solving skills with close attention to detail Hard worker who enjoys challenges and is willing to learn new skills Very personable; at ease when interacting with customers Strong work ethic with a commitment to follow through on policies and procedures Experienced with customer service skills Auto-Professional Service Skills.

## Skills

Kasea VSA, Untangle Network Security Appliance, Dell SonicWall, Microsoft Office, Windows Server, Citrix, Mac, Microsoft Windows, Hardware Troubleshooting, Remote Support.

## Work Experience

### Field Service Manager

**ABC Corporation** - May 2013 - November 2013

- Directed the migration from Microsoft Windows XP to Windows 7 for more than 6,000 computers across four state regions.
- Rendered expert oversight to the operations of 24 field service technicians across Delaware, New Jersey, and Pennsylvania.
- Performed diverse human resource functions, including recruitment and supervision of four field service technicians.
- Exhibited keen expertise in determining and procuring custom cable essential for break/fix operations on branch card readers.
- Coordinated with technicians to drive compliance with regional, district and contract metrics through training, mentoring and team building.
- Facilitated the interviewing, and hire of new technicians to support optimal environment in alignment with required goals.
- Proactively participated with HP and Bank of America management meetings to resolve issues in a timely manner.

### Field Service Manager

**ABC Corporation** - 2011 - 2013

- Hach, Loveland, CO Conduct field service visits, calibration, software and networking training for state and local governments and private organizations.
- Answer service calls, trouble shoot and resolve problems with customer issues, create an RMA, log into the IT service desk system, and update service requests on a daily basis.
- Bring more sales and field service to improve the companys business.
- Provide customer consulting in a retail environment and pay close attention to each customers need.
- Demonstrate consistent ability to anticipate customer needs, suggest alternatives, and find solutions.
- Collaborate with contractors and state and city staff; attend internal and outside staff meetings as requested.
- Firewall, TCP/IP, LAN.

## Education

Bachelor of Science in Computer Information Systems - (Marywood University - Scranton, PA)