

ROBERT SMITH

Field Service Manager/Field Technician

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SUMMARY

Over 12 years experience offering exceptional electrical and mechanical troubleshooting. Works well independently as well as part of a team and exceeds expectations.

SKILLS

Engineering, Industrial Robotics/Manufacturing.

WORK EXPERIENCE

Field Service Manager/Field Technician

ABC Corporation - October 1995 – July 2009

- Responsible for the management 20 Field Technicians in 20 States.
- Implemented and managed scheduling process for field technicians throughout the Eastern, and Central United States.
- Coordinated all training classes for both field representatives and customers.
- Managed customer relationships including customer billing issues, quotations and installations.
- Directly responsible for selling Annual Maintenance Agreements and Retrofit Upgrade Agreements to the existing customer base.
- Conducted on-site meetings with sales team to strategically plan for and close major accounts (i.e. Lockheed Martin, Rolls Royce, Allison GasTurbine, Navistar, Caterpillar, etc.).

Field Service Manager

ABC Corporation - 1994 – 1995

- The P/Ls ranged from \$50,000 to \$15 million.
- All projects that I was in charge of ended within the targeted budget or under by 10% to 20%, and were on schedule or under schedule by 7 to 10 days.
- In my position as field service manager.
- Managed the reviewing and approval of proposals, budgets, and scheduling of all new bids incoming from prospective clients.
- Also met with customers prior to and after work was completed to confirm that there were no issues.
- Perform job walk downs and contract negotiation meetings.
- Was in charge of multiple projects at one time..

SCHOLASTICS

- Diploma in Computer Technology - (Control Data Institute of Technology London)