

ROBERT SMITH

Sr. Field Service Manager

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

SUMMARY

Highly qualified Field Service Manager with experience in the industry. Enjoy creative problem solving and getting exposure on multiple projects, and I would excel in the collaborative environment on which your company prides itself.

CORE COMPETENCIES

SQL, Microsoft Access, statistics, data analysis, reporting, public presentation.

PROFESSIONAL EXPERIENCE

Sr. Field Service Manager

Dish Network - December 2008 – 2019

Key Deliverables:

- Monitor and coach employees on sales, installations, and performance related metrics.
- Help support new and existing employees through training and future development.
- Manage fleet related processes including vehicle maintenance and upkeep.
- Conduct on site field visits to evaluate quality service and adherence to safety policy.
- Initiate damage assessments and address customer escalations.
- Facilitate weekly safety and training for all employees.
- Adjust scheduling and booking quota according to workload.

FIELD SERVICE MANAGER

ABC Corporation - 2006 – 2008

Key Deliverables:

- Provide day-to-day direction for 3 frac crews of 40-80 personnel per crew.
- Ensure Service Supervisors are meeting company and customers requirements.
- Provide logistical support, coordinating pre-job requirements.
- Ensure all HR and HSE policies and procedures are adhered to.
- Apply knowledge of industry to analyze and manage daily operations to ensure efficient and effective services to customers.
- Track personnel and equipment on a daily basis to ensure optimal usage and minimal expenditures.
- Meet with customers prior to crew arrival to ensure customer needs and expectations are met and in accordance with company policies and procedures.

EDUCATION

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Associate of Applied Science in Business Management - (College of Southern Nevada - Las Vegas, NV)

