

ROBERT SMITH

Field Service Manager/Sales Representative

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

SUMMARY

Seasoned Electronics Technician with more than 20 years of experience in fast-paced Electronic Repair. Excellent troubleshooting and communication skills. Track record of achieving exceptional results in time constraints and contract restrictions.

CORE COMPETENCIES

Business Management, Accounting, Business Development, Business Analysis, Marketing.

PROFESSIONAL EXPERIENCE

Field Service Manager/Sales Representative

ABC Corporation - June 2005 – July 2008

Key Deliverables:

- Supervise employees or subcontractors to ensure quality of work or adherence to safety regulations or policies.
- Train or coordinate the training of employees in operations, safety, environmental issues, or technical issues.
- Maintain operations records, such as work orders, site inspection forms, or other documentation.
- Oversee activities directly related to making products or providing services.
- Confer with customers by telephone or in person to provide information about products or services, take or enter orders, cancel accounts, or obtain details of complaints.
- Check to ensure that appropriate changes were made to resolve customers problems.
- Determine charges for services requested, collect deposits or payments, or arrange for billing.

Field Service Manager

ABC Corporation - 2001 – 2005

Key Deliverables:

- Field Service Manager for Satellites Unlimited.
- Manage 45 technicians daily routes and give performance review guidance meetings weekly.
- Situational leadership II, Ken Blanchard certified by corporate training.
- Coach and lead technicians to help them be a successful technician by providing the right process.
- Gone from a technician of 8 months to a field service manager.
- I've taken classes for a drive for 30 retention and situational leadership II certification.
- Skills Used Communication, time management, leadership, Microsoft office efficient, dependability..

ROBERT SMITH

Field Service Manager/Sales Representative

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

EDUCATION

- High School Diploma - (South Kitsap High School - Port Orchard, WA)