

ROBERT SMITH

Field Service Manager I

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Bilingual professional seeking position where strong communication, interpersonal, organizational, problem-solving and motivational skills will promote positive growth for the organization and its customers.

2005 - 2007

FIELD SERVICE MANAGER I - ABC CORPORATION

- Manages a shift and/or segment of guarding operations at multiple sites at the direction of line management.
- Performs inspections and ensures that post orders are being followed.
- Carries out administrative procedures in support of Branch Operations.
- Ensures that service expectations are being met through regular contact with clients.
- Evaluates service quality; inspects posts and initiates corrective action in a timely manner as necessary.
- Meets with line management and/or client representatives for status updates and to address any actual or potential problems.
- Maintains and submits payroll records and other employee and business information; reviews clients and company reports for accuracy and timeliness.

2000 - 2005

FIELD SERVICE MANAGER - ABC CORPORATION

- Western Region Service Manager of Material Handling Automation Systems.
- Improved efficiency and increased utilization to over 85% from less than 50%.
- Gathered, prepared and coordinated service activities including for phone support contracts, engineering services, system upgrades, PMs, trouble calls and field service.
- Managed and supervised resources, schedule, budget and support contracts.
- Supervised and coordinated Nissans \$33M electrical and controls installation and integration.
- Generated over \$500,000 of new support contracts, preventive maintenance and technical services revenue.
- Developed new service order report form, improving and simplifying use..

EDUCATION

- (Global School Of Investigation)

SKILLS

Field Service Manager at Halliburton Energy Services for the past 7 years.