**Robert E. Elks**

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**Skill Summary**

- Proficient knowledge of the construction industry and customer service

- Ability to train, lead, and motivate people.

- Superb written and verbal communication skills.

- Excellent leadership and people skills

**-** Experienced in the operation of Punchlist Manager

**Professional Experience**

Parker and Orleans Homebuilders

Warranty Manager Charlotte NC (2005-2008)

- Promoted to Warranty Manager position after only 8 months

- In charge of quality control, customer service, and scheduling of trades

- Trained and managed 5 new employees’ day to day issues in warranty department

- Accountable for all southern division subdivisions and 7 employees

Helms Heating and Air Conditioning

Service Department / Retrofit Indian Trail NC (2012-2014)

- Responsible for meeting and providing understanding to new customers

- In charge of replacing and starting up new equipment in a timely manner (same day)

- Payment collection and explanation of all warranties, and operation expectations of new

Equipment

Mattamy Homes

Warranty Department / Customer Service Charlotte NC (2014-2016)

- Played a key role in implementing entirely new warranty department to include, tracking of over 250+ outstanding claims and execution of said claims in 18 months +/-.

- Currently servicing the entire Charlotte Division of Mattamy Homes

- In process of completing training of 2 employees

- Working with Contractors, office personnel, and construction managers to provide efficient service to customers to reflect in Avid scoring

- Effectively serviced extremely difficult customers/jobs with the utmost professionalism

**Education**

- Piedmont High School (diploma junior year)