

Jeffrey Jenkins

Field Service Technician - BancSource

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(540) 718-5491

Work Experience

Field Service Technician

Bansource

May 2017 to November 2018

- Providing service and customer support during field visit or while communicating with the customer over the phone
- Diagnosing errors or technical problems and determining the proper solutions to resolve the issue in a timely manner
- Operating company vehicle in a safe manner and using field automation systems
- Cooperating with the technical team and sharing information across the organization
- Ability to work independently, while providing support for other team members
- Providing written service and expense reports to Team Lead on all service calls in a timely manner
- Completing all service calls within the required timeline to the satisfaction of the customer

IT Help Desk Assistant

Country Chevrolet - Warrenton, VA

August 2015 to April 2017

- Properly installed necessary programs for Technicians and Mechanics
- Assisted in programming operating system from Windows XP to Windows 7 for multiple workstations
- Operated as service point-of-contact for help-desk throughout seven Chevrolet dealerships
- Resolved various technical problems ranging from PC's, hardware, software, network printers, LAN
- Installed and configured Internet WIFI Ethernet and DSL Connections
- Installed cell phone boosters throughout the seven dealerships
- Recovered data from destroyed hard drives
- Routine maintenance on Laptops, Desktops and printers
- Assembled necessary hardware for coworkers to properly detect issues within the vehicles

Lot Porter

Country Chevrolet - Warrenton, VA

February 2013 to August 2015

- Organized and arranged vehicles throughout the dealership for visibility
- Cataloged the vehicles within the dealership
- Maintained maintenance on the vehicles
- Working with customers to retrieve each personal vehicle after service is completed

Electric Sale Associate

Home Depot - Warrenton, VA

March 2011 to September 2012

Mainly worked in the Electrical Department, supervising the section, coordinating with different departments, assisting customers with any service that was needed, inventory checks, and properly reviewing safety procedures

- Supervised and managed employees in four different departments (Lumber, Hardware, Paint and Electrical)
- Oversaw and maintained product levels on the floor
- Delegated employees to tend to necessary shelf restocks.
- Conducted safety checks throughout the different departments to maintain the company's high standard

Game Advisor

Play n' Trade - Warrenton, VA

May 2010 to October 2010

- Repaired and rebuilt electronics, such as game consoles, handheld consoles, etc.
- Managed and supervised employees in the absence of the manager
- Assisted in the set up of displays and advertisements throughout the store, both inside and out, organized and created designs for displays to advertise the company's sales and deal
- Acted as liaison between company branches to ensure the positive work environment

Education

Associates in Computer Electronic Engineering Technologies

ITT Technical Institute

Skills

CUSTOMER SERVICE, WINDOWS 7, WINDOWS XP, C++, CONTROL SYSTEMS

Additional Information

Skills

- Applications: MS Office 2000, XP, 2003, 2007, 2010, 2013 (Powerpoint, Excel, Word, Outlook); Adobe Creative Suite C4 and C5 (Photoshop, InDesign);
- Platforms: Windows XP, Windows Vista, Windows 7, Windows 8
- Languages: C++ (Beginner); C (Beginner); Control Systems (Beginner)
- Customer Service/Management
- Working with Microprocessors
- Data Recovery
- Technical Troubleshooting
- Proficient in phone, online service, and security cameras