

Ryan Becker

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Objective

A position in customer service or sales that can utilize skills gained from 10 years of service industry experience.

Experience

Steamatic of Albuquerque – Project Manager - Full Time

September 2016 – December 2017

- Managed relationships with various property managers and commercial clients such as UNM, CNM, Lovelace, Lovelace Respiratory, UMMH, Bernalillo County, APS, EB Builders, and Chenega.
- Handled special projects including procurement of new equipment for restoration division by attending industry and carrier trade shows. Management and application of specialized technology such as infrared thermography, ATP measurement, and state of the art cleaning equipment such as aqueous ozone and ultrasonic cleaning techniques.

Trucks Unique – Sales Associate – Full Time.

May 2015 – September 2016

- Steadily gained truck and product knowledge by working sales floor daily.
- Daily tasks included greeting customers and helping with their needs from initial consultation through securing deposits for orders and then scheduling installation. Including customers over the phone.
- Showroom upkeep, cleaning and re-stocking.
- POS system and cash drawer management.

Steamatic of Albuquerque – Project Manager - Full Time

May 2012 – May 2015

- Managed the lifecycle of restoration projects (water, fire, mold, sewage) in the residential and commercial sector. Responsible for estimating and margin optimization, asset management/placement, crew instruction/supervision, documentation, and ultimately customer satisfaction.
- Managed relationships with field adjusters and claim owners who represent insurance carriers during restoration projects (including Allstate, USAA, Farmers, State Farm and Travelers). Focused on consultative sales to restoration customers of Steamatic's vast range of services, with a primary goal of converting restoration customers into reconstruction customers. Large loss adjusters present additional challenges but they can be overcome with communication and sound drying technique.
- Specialized in large commercial losses. One of the largest was a sewage backup that affected 12,000 square feet of a strip mall, impacting a 10,000 square foot Family Dollar. Managed the entire project from mitigation, cleaning, and re-building of the store within 4 weeks of receiving the job. These types of projects require a lot of communication as the clients assume a lot of liability as far as their customers and tenants.
- Actively holding six IICRC certifications including Carpet Cleaning(CCT), Carpet Repair & Reinstallation(RRT), Fire & Smoke Restoration(FSRT), Water Damage Restoration(WRT), Applied Structural Drying(ASD), and Applied Microbial Remediation(AMRT). Journeyman Water Restorer Designation. Asbestos supervisor training through ACME.
- Managed training of employees across various procedures and industry specific guidelines. Worked closely with safety consultant on specialized or hazardous projects.
- Maintained and participated in an on-call rotation to aid crews in the event of large or complicated project that occurs after hours.

Steamatic of Albuquerque – Training & Quality Manager - Full Time.

May 2011 – May 2012

- Tracked and scheduled maintenance on all vehicles as well as all cleaning and restoration equipment.
- Maintained a weekly staff schedule including time off, vacations and days off. Also maintained an on-call schedule for all after-hour emergency responses.
- Handled all quality issues out in the field. Managed the replacement or repair of damaged items or furniture. Documented site conditions or crew neglect and reported to upper management.
- Handled all personnel issues for cleaning department. Including interviewing and hiring applicants as well as disciplinary measures. Also performed employee reviews.

Steamatic of Albuquerque – Residential Lead Technician - Full time.

May 2010 – May 2011

- Performed all residential services including carpet cleaning, tile cleaning, wood floor cleaning, area rug cleaning, upholstery cleaning, drape cleaning, and air duct cleaning. Also learned and performed fire damage cleaning and water damage restoration.
- Managed and maintained my assigned truck and cleaning equipment. Including daily cleaning procedures and equipment maintenance. Also checked vehicle fluid levels and reported issues requiring attention.
- Managed and verified invoice and completed quality sheet for all jobs, commercial or residential. Collected money for services rendered. Obtained signatures of satisfaction from customers prior to leaving.
- Successfully upsold services while in customer's homes/businesses.
- Managed daily schedule of assigned jobs, usually 4-5. Also maintained communication with office when schedule changes arose or invoices changed.

Steamatic of Albuquerque – Residential Technician – Part Time.

May 2006 – May 2010

- Worked with a lead technician to deliver superior cleaning results and satisfied customers.
- Learned the different working styles of all the lead technicians.
- Observed and learned to converse with a wide variety of people. Learned to listen and build common ground with customers in order to discover their motivations for calling us in to service their home or business.

Steamatic of Albuquerque – Administrative Assistant – Part Time.

May 2005 – May 2006

- Maintained customer database.
- Updated customer contact information.
- Updated customer service records to reflect recently performed services.
- Corrected duplicate entries and generally kept the database organized.

Education:

- Saint Pius High School.
- University of New Mexico.

Graduated 2009
August 2009 – May 2010

References:

Available upon request.