1. Managed highly capable field teams, leading technicians throughout installation process for large theater projects.
2. Handled calibration of audio and visual equipment for customers and set up devices for optimal performance.
3. Appraised project plans ahead of installations to verify system could be configured as detailed in project specifications.
4. Conferred with customers to determine nature of problems and to explain repairs.
5. Computed cost estimates for labor and materials.
6. Remained highly knowledgeable in different technologies from such manufacturers as Apple, Lutron and CATV Systems.
7. Traveled to customer sites across [Type] area to set up and install recently purchased home theater systems.
8. Adhered to and kept team in line with established safety regulations and protocols when working on ladders and operating power tools, providing important protection for personnel and customers.
9. Disassembled entertainment equipment and repaired or replaced loose, worn or defective components and wiring using hand tools and soldering irons.
10. Mounted equipment to walls, concealed wires, installed audio and programmed remote controls.
11. Participated in continuous improvement by generating suggestions, engaging in problem-solving activities to support teamwork.
12. Developed and implemented performance improvement strategies and plans to promote continuous improvement.
13. Monitored all company inventory to ensure stock levels and databases were updated.
14. Exceeded goals through effective task prioritization and great work ethic.
15. Prepared a variety of different written communications, reports and documents to ensure smooth operations.
16. Worked to maintain outstanding attendance record, consistently arriving to work ready to start immediately.
17. Delivered exceptional level of service to each customer by listening to concerns and answering questions.
18. [Type] hardware proficiency
19. Collaborated with [department or management] to achieve [result].
20. Developed team communications and information for meetings.