

# ROBERT SMITH

## Sr. Alarm Installer

Phone: (0123)-456-789 | Email: info@qwikresume.com | Website: Qwikresume.com

### SUMMARY

Over 5 years of experience as an Alarm Installer, explaining product features to customers, updating their knowledge of new products, preparing invoices, adjusting unit sensitivity, offering cost estimates, and answering to client inquiries.

### CORE COMPETENCIES

Spreadsheets, Typing, Customer Service, Management, Training, Trainer.

### PROFESSIONAL EXPERIENCE

#### Sr. Alarm Installer

**ABC Corporation - November 2015 – March 2016**

##### Key Deliverables:

- Responsible for the tasks associated with the design, installation, upgrade, and repair of home security systems.
- Used communication, technical knowledge, problem-solving and sales skills to deliver the highest level of customer service.
- Conducted customer premise survey, make recommendations on equipment placement, up-sell for complete protection, process work order modifications, and manage schedule impacts.
- Performed new system installations, upgrades and takeovers, replacements, repairs, and disconnects.
- Performed signal verification, system testing, and troubleshooting.
- Educated and trained customers on system operation and functionality.
- Replenished and reconciled truck stock inventory, materials, tools, and equipment.

#### Alarm Installer

**Delta Corporation - 2012 – 2015**

##### Key Deliverables:

- The pulled wire from the alarm panel to alarm devices Wired alarm devices Organized tools and equipment Worked with team members to come to a conclusion.
- Installing and programming burglar and fire alarms.
- Servicing and repairing alarms, piping central vacs, and installing surveillance cameras.
- Pre-wired newly built homes for alarm installed alarm devices, company vehicle was provided.
- Sometimes did service calls.
- Communicated with customers.
- Have obtained strong skills and knowledge of programming and installation of alarm systems manufactured by Ademco, GE(ITI), and DSC.

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### EDUCATION

- Associate of Arts in General Studies - (McLennan Community College - Waco, TX)