

ROBERT SMITH

Assistant Service Manager

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To obtain employment in a growing sales/service market where I can use my skills in sales, management and customer service to provide a mutually beneficial relationship, resulting in bottom line profits.

EXPERIENCE

Assistant Service Manager

ABC Corporation - JANUARY 1997 - OCTOBER 2011

- Coding and reporting of HUD specific deficiencies associated with manufactured homes.
- Worked closely with Skyline dealers and retail customers to solve warranty issues as quickly as possible.
- Response and provision of warranty service for manufactured homes throughout the northeast region of the United States.
- Assignment and prioritization of technicians to various problems, and ordering parts and materials for specific jobs.
- Worked with Purchasing Department in conducting plant inventories.
- Utilized UPS WorldShip to ship various parts and materials to dealer and service network.
- Implementation of a computer-based service program and the development of various reports used to track classes of manufactured housing problems.

Assistant Service Manager

Water-Meter Reader - 1992 - 1997

- TROPICAL CHEVROLET - Miami shores, FLORIDA Job duties for a service writer revolve around the needs of the customer
- They develop relationships with customers through successful management of product or service delivery
- Their duties can include tracking repairs and their causes, scheduling technicians and processing warranties
- Customer profile information is usually stored in a computer system, which the service writer is responsible for maintaining
- Additional duties of a service writer involve developing cost estimates
- When a customer requests a repair, the service writer logs what parts are needed, how much time should be allocated to make the repair and schedules the appropriate technician for the job based on the customer and their repair needs
- This information is conveyed to both the customer and the employer of the service writer in a timely fashion.

EDUCATION

- Bachelor's in Liberal Arts was received - 1984(Longwood College - Farmville, VA)

SKILLS

Microsoft Office, Construction, Budget Management, Budget Development, Customer Service, Computer Skills.