

EMMA JOHNSON

Commercial Field Service Manager

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PROFESSIONAL SUMMARY

Results-oriented Commercial Field Service Manager with 7 years of experience in leading diverse teams and enhancing client satisfaction. Expert in operational efficiency, customer relationship management, and team development. Known for implementing innovative training solutions that boost performance and service excellence in fast-paced environments.

WORK EXPERIENCE

Commercial Field Service Manager

📅 Apr / 2020-Ongoing

WidgetWorks Inc.

📍 Denver, CO

1. Led a team of 21 technicians across Mississippi and Alabama, enhancing operational efficiency.
2. Trained and developed a workforce of 40 technicians, fostering a culture of continuous improvement.
3. Optimized daily service routes, ensuring timely arrivals and maximizing productivity.
4. Addressed customer issues swiftly, conducting quality control inspections to uphold service standards.
5. Created performance metrics to track technician progression and support career development.
6. Conducted monthly safety inspections and maintained compliance with safety regulations.
7. Provided hands-on support during installations and service calls, ensuring high-quality service delivery.

Field Service Manager

📅 Apr / 2018-Apr / 2020

Lakeside Apparel Co

📍 Chicago, IL

1. Coordinated customer service operations for Digicon Geophysical, ensuring timely execution of technical projects.
2. Managed a team of eight Field Service Engineers, overseeing training and performance evaluations.
3. Collaborated with clients like Exxon and Shell, providing exceptional technical support and service.
4. Implemented best practices for project management, ensuring successful system acceptance at client locations.
5. Executed diagnostic tests and troubleshooting for complex technical issues, enhancing system reliability.
6. Developed preventative maintenance programs to minimize equipment downtime and service interruptions.

EDUCATION

Bachelor of Science in Business Administration

📅 Apr / 2016-Apr / 2018

University of Mississippi

📍 Phoenix, AZ

Focused on operations management and customer service excellence.

SKILLS

Technical Proficiency In
Microsoft Office Suite



Document Management And
Reporting



Data Analysis And Reporting



Email Communication And
Scheduling



ACHIEVEMENTS

- ★ Increased service efficiency by 25% through the implementation of a new routing system.
- ★ Achieved a 95% customer satisfaction rating by enhancing service delivery protocols.
- ★ Reduced operational costs by 20% by optimizing technician routes and resource allocation.