

Robert Smith

Associate Field Support Representative

PERSONAL STATEMENT

Professional goal oriented team player with customer service experience. Self motivated individual with excellent interpersonal skills as well as excellent communication skills.

WORK EXPERIENCE

Associate Field Support Representative

ABC Corporation - June 2005 - May 2015

Responsibilities:

- Supported daily operations of one or more Ikon locations.
- Supported the IMS services during implementation and provided coverage for absences and scheduled vacations.
- Assisted with the startup of new accounts.
- Performed high volume copying on high end equipment based on customer specifications Maintained confidentiality of highly sensitive legal documents.
- Sorted and delivered mail to establish locations within an account.
- Assisted in the production of legal proposals and other legal projects.
- Performed basic maintenance on copy machines.

Field Support Representative

ABC Corporation - 2001 - 2005

Responsibilities:

- General Dynamics Mission Systems Ft Rucker, AL Performs field activities associated with installing, maintaining, integrating, troubleshooting, testing and servicing of a large grouping of fielded systems/products at customer sites.
- Diagnoses and repairs mechanical, hardware, software and systems failures using established procedures and submits reports on system reliability metrics to technical/regional support centers.
- Works closely with design engineering in evaluating product performance and conducting field trials.
- Works with customer leadership on the planning and implementation of system customization to meeting specific mission requirements.
- Conducts site and equipment inspections in order to perform preventative and corrective maintenance Assists management with review of maintenance contracts and complex system configurations and proposals.
- Conducts technical seminars and training for customer or company personnel, informal on the job training for other field service staff members and customers, and over-the shoulder refresher training to users in the field as required..
- This is Dummy Description data, Replace with job description relevant to your current role.

CONTACT DETAILS

1737 Marshville Road,
Alabama
(123)-456-7899
info@qwikresume.com
www.qwikresume.com

SKILLS

Microsoft Office, Sales
Force, Chrome River,
Concur.

LANGUAGES

English (Native)
French (Professional)
Spanish (Professional)

INTERESTS

Climbing
Snowboarding
Cooking
Reading

REFERENCES

Reference - 1 (Company
Name)
Reference - 2 (Company
Name)

Education

High School Diploma - (Wadsworth High School - Wadsworth, OH)