

Installation Manager

ROBERT SMITH

Phone: (123) 456 78 99
Email: info@qwikresume.com
Website: www.qwikresume.com
LinkedIn:
[linkedin.com/qwikresume](https://www.linkedin.com/qwikresume)
Address: 1737 Marshville Road,
Alabama.

Objective

Seeking a full time position with a dynamic corporation where I can utilize my professional and educational experiences to add value to an organization by developing strategies, processes, and improving operating efficiencies.

Skills

Customer Service, Logistics, Problem Solving.

Work Experience

Installation Manager

ABC Corporation - March 2011 - November 2015

- Managed 55 associates with 11 direct reports consisting of customer service department, field personnel, onsite pre-finish department and independent contractors; responsible for hiring, performance evaluations and development of team members.
- Worked cross-functionally with Retail, GM and Sales Management to develop and track installation and pre-finish margins, expenses for retail support, inventory turns, monthly AR ratio, installation completion percentages and customer satisfaction ratings.
- Responsible for contractor staffing, training and insurance compliance.
- Effectively managed all Pella installer contracts; established processes and controls to mitigate Pella's risk.
- Maintained oversight of all ongoing projects to ensure adherence to company policies by independent contractors.
- Directly responsible for inventory turns; performed monthly audits to ensure that inventory turn goal was met each year.
- Established regional retail staging warehouses to improve inventory control and delivery expenses.

Installation Manager

WINCOR NIXDORF - 2010 - 2011

- Full responsibility for management of Global Deployment Programs of ATMs, POS equipment, and ECOs.
- Responsible for project planning, cost management, scheduling and overall communication within the rollout program.
- Develop and direct cross functional project teams to successfully drive projects to completion.
- Gather structured feedback (debriefing) of project deliverables and compile metrics to drive process and budget improvements.
- Negotiate, develop, monitor and administer a variety of contracts and agreements and manage the contract fulfillment of third party providers and suppliers including master service, scope of work, non-disclosure, and shared liability agreements.
- Serve as subject matter expert for product deployment and onsite installation including construction planning and navigation of local code and permitting requirements.

- Direct thousands of field deployment and upgrade projects annually while consistently maintaining a high profit margin target and a 99.4% on time completion ratio..

Education

B.S. in Business Administration - (Pennsylvania State University)