

# ROBERT SMITH

## Installation Manager/Service Technician

[info@qwikresume.com](mailto:info@qwikresume.com) | <https://Qwikresume.com>

Flooring expert, highly skilled in all areas of flooring including carpet, tile, vinyl, wood & laminate floors. Hands on experience with estimating & installation. Also 3 years experience concrete foundation with lay out of house on lot.

**AUGUST 2013 - 2019**

### **INSTALLATION MANAGER/SERVICE TECHNICIAN - SUNNOVA ENERGY CORP**

- Obtain and review credit reports in order to determine the pass or fail status for each potential customer.
- Provide extensive customer service to our partners and homeowners in order to complete validation of Solar Service Agreements, credit inquiries, secure payment information and title verifications.
- Review, approve or reject documentation submitted by partners for payment or validation purposes.
- Provide detailed information to partners and homeowners with regards to installation time lines.
- Maintain personal partner portfolio by conducting daily meetings with updates on all installations.
- Maintain the integrity of our operating system (Salesforce) by entering detailed information on installations.
- Assist partner technicians in troubleshooting the system and or meter while onsite.

**2009 - 2013**

### **INSTALLATION MANAGER - ABC CORPORATION**

- Answered incoming calls from potential & existing customers, technicians, suppliers, etc., on a multi lined phone system for new installations.
- Ordered equipment, ordered materials, scheduled subcontractors, and coordinated installations for customers.
- Managed customers payments and financing for new installation work.
- Organized customer job folders and prepared documents for customers paperwork.
- Calculated, managed, and documented commissions for sales persons.
- Arranged and managed the installers work schedule.
- Various office-related tasks such as outgoing calls, faxes, emails, filing, tracking, billing, copying, etc.

## **EDUCATION**

Diploma - (East Mecklenburg High School - Charlotte, NC)

## **SKILLS**

Computer Skills Windows 95, 98, 00, NT, XP, 7 Internet.