

# SOPHIA BROWN

## Installation Manager

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### PROFESSIONAL SUMMARY

Accomplished Installation Manager with 7 years of experience successfully delivering high-stakes installation projects. I specialize in optimizing team performance and ensuring compliance with industry regulations. My strong leadership and communication skills foster collaboration, driving operational excellence and customer satisfaction. I am ready to leverage my expertise to enhance project outcomes in a dynamic environment.

### WORK EXPERIENCE

**Installation Manager** Apr / 2020-Ongoing  
Pineapple Enterprises Santa Monica, CA

1. Conduct site assessments to evaluate conditions and prepare for successful installations.
2. Coordinate daily operations of technicians, ensuring timely and efficient project completion.
3. Provide strategic guidance on complex installations, ensuring high standards and customer satisfaction.
4. Establish and enforce quality control procedures to meet NCTA standards.
5. Develop solutions to enhance operations and resolve customer issues effectively.
6. Lead training initiatives for personnel on best practices in installation and customer relations.
7. Conduct performance evaluations and recommend improvements to team members.

**Installation Manager** Apr / 2018-Apr / 2020  
Crescent Moon Design Portland, OR

1. Recruited and onboarded skilled technicians to enhance team capabilities.
2. Supervised and mentored staff on installation techniques, ensuring adherence to quality standards.
3. Monitored installation processes, providing corrective feedback to maintain high performance.
4. Engaged with clients to assess needs and deliver tailored solutions.
5. Performed employee evaluations, fostering a culture of continuous improvement.

### EDUCATION

**Bachelor of Science in Business Management** Apr / 2016 - Apr / 2018  
University of Texas Portland, OR

Focused on project management principles and operational efficiency.

### SKILLS



### INTERESTS

- Woodworking Star Gazing  
Theatre Architecture

### STRENGTHS



### LANGUAGES



### ACHIEVEMENTS

- Improved installation efficiency by 30% through streamlined project workflows.  
Led a team that achieved a 95% customer satisfaction rate on installation services.