

Robert Smith

Service Department Coordinator

CONTACT DETAILS

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PERSONAL STATEMENT

Service Department Coordinator with 8+ years of experience in Working with customer support to resolve customer problems as timely as possible, maintaining a positive relationship with customers, Making sure all parts are accounted for in the system, Creating an efficient service delivery process by documenting all steps in the process. A plan must be developed for each step in this process, Recording all inventory purchases on a log sheet or other tracking sheet and keep it up to date at all times. Product sales should be noted on this tracking sheet.

WORK EXPERIENCE

Service Department Coordinator

ABC Corporation - January 2004 - November 2018

Responsibilities:

- Scheduled all warranty inspections for trim, window, exterior door subcontractors as well as our service crew to assess workmanship issues for all products and installation supplied to builders.
- Researched, ordered material and reschedule work to correct issues after home inspections.
- Researched problems and schedule service crews to repair production and design errors in field after installation.
- Worked directly in conjunction with our suppliers to alleviate defective product issues with windows, sliding glass doors, exterior doors, and interior and exterior trim.
- Attended service oriented meetings with National builders to maintain high levels of customer service.
- Position required excellent multi-tasking, organisation and communication skills as well as an eye for detail to intercept back charges from the builders and institute a good working relationship between the builder and subcontractor.
- Served as departments Oracle Super User - knowledgeable of Oracle Service set- up and procedures.

Service Department Coordinator

Delta Corporation - 2003 - 2004

Responsibilities:

- Structured and schedule 14 technicians within the US, Canada and Mexico.
- Oversaw all regional and in-house equipment repairs and service calls from initial customer contact to invoicing.
- Created and coordinated all robotic and welding training classes Interviewed and train new employees within the Service and Customer Service .
- Answer phones for department Take service calls from customers Handle billing questions Accounts Payables Filing Opening work orders for all .
- Answer phones for department Take service calls from customers

SKILLS

Microsoft Office, Quick books, Sales, Dreamweaver, SharePoint, Solution Manager, Netscape Communicator, Adobe Acrobat Reader, Outlook.

LANGUAGES

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

INTERESTS

Climbing
Snowboarding
Cooking
Reading

REFERENCES

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

Handle billing questions Accounts Payables Filing Opening work orders for all .

- Include Manage all incoming calls Create Work Orders Enter Material Requisitions and Purchase Orders Department Payroll All Department Billings (.
- Scheduled and prioritized department workload Handled customer calls and complaints Performed warehouse and truck inventory, time slips, work orders, .

Education

High School Diploma