Robert Smith

Lead Services Manager

CONTACT DETAILS

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PERSONAL STATEMENT

obtain position that will utilize skillset which includes following: Project Management, International Logistics Management, key account growth Account Executive, purchasing experiences.

WORK EXPERIENCE

Lead Services Manager

ABC Corporation - July 2014 – October 2015

Responsibilities:

- Managed group graphic designers, programmers hardware engineers who were developing custom graphical interfaces for enterprise-level customers, ranging from GM, Smiths Medical Whirlpool, with several of the designs incorporating the IoT (Internet of Things) - Android and iOS as examples.
- Taked basic concepts from customer, graphics were created, then code created, allow user to access the vast possibilities inherent in equipment through touch display, bridging gap between visual and the embedded hardware.
- good example is interactive console in any modern vehicle.
- Serviced group was treated profit center by company and over last fiscal year tripled the revenue to company through excellent customer service, which generated significant return business.
- motivated staff, after talking each team member, gave them responsibility equal to their talents.
- Haved ownership and new mental perspective lead to increased productivity.
- Travelling to customer sites, consulted with client on design requirements and project scope, then created the SOW (Statement of Work), which also included the pricing for the contract.

Lead Services Manager

Delta Corporation - 2011 – 2014

Responsibilities:

- Selected to manage the maintenance, services for over 150 wheeled military vehicles Coordinate the ordering and installati0n of new parts Delegate .
- Supervise daily workflow, client projects, hiring process, and reporting for Services team Develop and implement new pricing structures Maintain call .
- Employee Handbook) Accomplishments Maintained position as most profitable department in the company.
- Over 6 months, design company-wide CRM system to improve operations, automate work, and provide data to key decision-makers.
- Skills Used Management, hiring and recruiting, CRM knowledge, implement and interpret policies, customer service, schedule employees, financial .

SKILLS

Microsoft Office.

LANGUAGES

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

INTERESTS

Climbing
Snowboarding
Cooking
Reading

REFERENCES

Reference – 1 (Company Name)
Reference – 2 (Company Name)

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- Oversee operations and manage warehouse duties, office duties, front and back end processes Coordinate company staff to accomplish the work required .
- Performance Management and training of Full-time and Part-time sales associates as well as Install and Service team.

Education

Computer Science and Electrical Engineering in Electrical Engineering - (University of Waterloo - Waterloo, ON)

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