
Field Service Representative Resume

Job Objective

Qualified Field Service Representative seeking a position with growing firm in which to utilize my skills and expand my knowledge.

Highlights of Qualifications:

- Ability to address customer service queries and complaints
 - Ability to manage expenses within budget and maintain accurate records
 - Ability to analyze complex systems problems and interprets maintenance manuals
 - Ability to provide technical support in product service, product training and applications
 - Ability to provide follow-up documentation in a timely manner
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Professional Experience:

Field Service Representative
Airborne Technologies, Cambridge MA
November 2006 – Present

- Handled installation, maintenance and repair of printers and desktop software products.
- Handled maintenance calls and additional application installation.
- Extended support for configuration and installation of computer equipment and executed administrative work.
- Coordinated with team members and maintained excellent customer satisfaction.
- Extended routine service support on FRU products.
- Managed computer equipment relocation and upgrades.

Field Service Representative
AAR Corp., Cambridge MA
February 2001 – October 2006

- Handled all work that followed established policy in an assigned territory.
 - Maintained work assignments and reported Panel demographics and audience information.
 - Monitored collection and transmission equipment is accurately installed in Nielsen Panels.
 - Regulated company assets and coached Panel members on usage of Nielsen equipment and security procedures.
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Education:

Bachelor's Degree In Engineering
Chadron State College, Chadron, NE

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