

John Strauss

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Qualifications Summary

Piedmont Plastics, Village of Elk Grove and Siemens Communications has provided me with 20 years of experience in a variety of fields in which I was involved in manufacturing, planning, customer service, call center and support in technical and non technical environments. I have skills from on the job training as well as organized training. Owning Club Tan was challenging as well as rewarding, I was involved in all aspects of the business from maintaining equipment, training staff, payroll, sales, promotions and handling all escalations. I enjoy working with the public, I am self motivated, I have strong problem solving/decision making skills, as well as excel in customer satisfaction.

Professional Experience

Piedmont Plastics

Machine Operator/Planner

May 2012-Present

- Responsible for planning & scheduling all jobs in excel with the goal of increasing productivity and on time shipments.
- Assigned the task of scheduling full time after filling in for the manger in his absence.
- QC the quality and accuracy against specification of each job once completed.
- Operate and maintain sheeting equipment.
- Supervise warehouse in manager's absence.
- Track material, control inventory & enter records in excel.
- Fork lift certified.
- Promoted from material cutter to machine operator within 1st 3 months of employment.
- Accident free & maintain a safe working environment and follow established safe work practices.

Elk Grove Park District

Turf Maintenance Laborer

March 2009-May 2012

- General turf, park & field maintenance.
- Operate trucks and special equipment as required in a safe and professional manner.
- Daily vehicle and equipment inspection, painting, program support, ice rink maintenance.
- Forklift and snow plow operations.
- Assist other sections and divisions as necessary.

Club Tan

Business Owner

May 2005 –October 2008

- Owner and operator controlled all functions of day to day operations.
- Scheduled work week for all staff.
- Managed computerized appointment system.
- Managed Pos system.
- Supervise & trained staff to operational standards and to maintain high quality of customer service.
- Managed payroll and benefits.
- Maintain equipment (tanning beds & electronics) and building (floor, carpets & lighting).
- Ordered and tracked inventory.
- Managed Marketing and sales of memberships and product.
- Managed all accounting and tax reports.
- Handle all customer issues in a professional manor.
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Stay at Home Dad

April 2000-May 2005

- Handled day to day care for 3 infants and managed household operations.
Worked several part time jobs in the evening
Northwest Community Hospital – transporter
Sears Hardware – sales

Siemens Business Communications

Technical Support Analyst Level 3

August 1985 –April 2000

- Remote diagnostics of all facets of Siemens voice systems.
- Promoted and sold various types of Siemens phone equipment.
- Provided training for new and transferred employees.
- Acting liaison for client and field technicians.
- Handled customer issues and escalations in a timely and professional manner.
- Worked independently.
- Customer satisfaction was top priority.

Education

University of Illinois, Chicago, IL

- Bachelors Degree

Various Rolm, IBM & Siemens voice system certifications

Arlington Heights Community Emergency Response Team Certification

References available upon request