

# Dan Boone

## Looking for Employment

Holland, MI  
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I have experience in general labor and basic business practice. Ideas on cutting scrap, time studies to improve performance, and quality control. I have worked in the trades as a Self-Employed Tile and Hardwood floor installer. In the Telecommunications Industry I have installed, repaired, sales and customer retention. I have worked with Cable, Phone, Cat 5E and Cat 6 lines.

### WORK EXPERIENCE

#### **Customer Service and Sales Representative**

Dialog Direct (Consumers Energy) - Holland, MI - January 2013 to January 2015

##### Responsibilities

Set up service orders for ASP plan  
Retain & upgrade customers to better plans  
Utilize soft skills in handling customer complaints and resolve their issues  
Issue gold plan checks for customers that are eligible  
Help fellow employees when they have problems with customers on the phone.  
Take over some supervisor responsibilities when needed.  
Help train new employees

##### Accomplishments

October 2014 had highest ASP Plan upgrades and new sales for the month and 2nd in call center thru Jan 2015

#### **Manpower**

DSA International - October 2011 to January 2012

- Examine and inspect stock items for wear or defects, reporting any damage to supervisors.
- Pack and unpack items to be stocked on shelves in stockrooms, warehouses, or storage yards.
- Store items in an orderly and accessible manner in warehouses, tool rooms, supply rooms, or other areas.
- Issue or distribute materials, products, parts, and supplies to customers or coworkers, based on information from incoming requisitions.
- Dispose of damaged or defective items, or return them to vendors.
- Mark stock items using identification tags, stamps, electric marking tools, or other labeling equipment.
- Verify inventory computations by comparing them to physical counts of stock, and investigate discrepancies or adjust errors.
- Prepare products, supplies, equipment, or other items for use by adjusting, repairing or assembling them as necessary.
- Examine contents and compare with records, such as manifests, invoices, or orders, to verify accuracy of incoming or outgoing shipment.
- Determine proper storage methods, identification, and stock location based on turnover, environmental factors, and physical capabilities of facilities.
- Prepare products, supplies, equipment, or other items for use by adjusting, repairing or assembling them as necessary.
- Determine work assignments and procedures.

## **Machine Builder**

Tennant Company - August 2011 to August 2011

- Lay out and drill, ream, tap, and cut parts for assembly.
- Provide assistance in the production of wiring assemblies.
- Inspect, operate, and test completed products to verify functioning, machine capabilities, and conformance to customer specifications.
- Remove rough spots, and smooth surfaces to fit, trim, or clean parts, using hand tools and power tools.
- Determine work assignments and procedures.
- Rotate through all the tasks required in a particular production process.
- Position and align components for assembly, manually or using hoists.
- Fasten and install piping, fixtures, or wiring and electrical components to form assemblies or sub-assemblies, using hand tools, rivet guns, and welding equipment.

## **Material Handler**

High-Tech Industries - October 2010 to October 2010

- Install protective devices, such as bracing, padding, or strapping, to prevent shifting or damage to items being transported.
- Move levers and controls that operate lifting devices, such as forklifts, lift beams and swivel-hooks, hoists, and elevating platforms, to load, unload, transport, and stack material.
- Manually or mechanically load and unload materials from pallets, skids, platforms, cars, lifting devices, or other transport vehicles.
- Lift work pieces to machines manually, or with hoists or cranes.
- Position lifting devices under, over, or around loaded pallets, skids, and boxes, and secure material or products for transport to designated areas.

## **GH/ Consulting**

United StatesTelecom - July 2009 to July 2009

- Note differences in wire and cable colors so that work can be performed correctly.
- Remove loose wires and other debris after work is completed.
- Run wires between components and to outside cable systems, connecting them to wires from telephone poles or underground cable accesses.
- Designate cables available for use.
- Repair or replace wiring, equipment, and fixtures, using hand tools and power tools.
- Routing new CAT5 cable for a store video system

## **Telecom / IT Tech**

TEKsystems - October 2007 to September 2008

- Order or maintain inventory of telecommunications equipment, including telephone sets, headsets, cellular phones, switches, trunks, printed circuit boards, network routers, and cabling.
- Collaborate with other workers in order to locate and correct malfunctions.
- Analyze test readings, computer printouts, and trouble reports to determine equipment repair needs and required repair methods.
- Communicate with bases, using telephones or two-way radios to receive instructions or technical advice, or to report equipment status.
- Clean switches and replace contact points, using vacuum hoses, solvents, and hand tools.
- Install, or coordinate installation of, new or modified hardware, software, or programming modules of telecommunications systems.
- Test repaired, newly installed, or updated equipment to ensure that it functions properly and conforms to specifications, using test equipment and observation.

- Repair or replace faulty equipment such as defective and damaged telephones, wires and switching system components
- Route and connect cables and lines to switches, switchboard equipment, and distributing frames.
- Inspect and test lines and cables, recording and analyzing test results, to assess transmission characteristics and locate faults and malfunctions.
- Provide user support by diagnosing network and device problems and implementing technical or procedural solutions.
- Assemble and install communication equipment such as data and telephone communication lines, wiring, switching equipment, wiring frames, power apparatus, computer systems, and networks.
- Assist users to diagnose and solve data communication problems.
- Maintain the peripherals, such as printers, that are connected to the network.
- Note differences in wire and cable colors so that work can be performed correctly.

### **Service Tech**

Charter Communications - July 2000 to September 2005

- Answer customers' questions about products, prices, availability, product uses, and credit terms.
- Measure distances from landmarks to identify exact installation sites for equipment.
- Travel to customers' premises to install, maintain, and repair audio and visual electronic reception equipment and accessories.
- Place insulation over conductors, and seal splices with moisture-proof covering.
- Test repaired, newly installed, or updated equipment to ensure that it functions properly and conforms to specifications, using test equipment and observation.
- Inspect and test lines and cables, recording and analyzing test results, to assess transmission characteristics and locate faults and malfunctions.
- Climb poles and ladders, use truck-mounted booms, and enter areas such as manholes and cable vaults, in order to install, maintain, or inspect equipment.
- String cables between structures and lines from poles, towers, or trenches and pull lines to proper tension.
- Demonstrate and explain the operation and use of products.
- Access specific areas to string lines and install terminal boxes, auxiliary equipment, by climbing poles and ladders or entering tunnels, trenches, or crawl spaces.
- Splice cables, using hand tools, epoxy, or mechanical equipment.
- Explain cable service to subscribers after installation, and collect any installation fees that are due.
- Measure signal strength at utility poles, using electronic test equipment.
- Compute impedance of wires from poles to houses in order to determine additional resistance needed for reducing signals to desired levels.
- Request support from technical service centers when on-site procedures fail to solve installation or maintenance problems.
- Set up service for customers, installing, connecting, testing, and adjusting equipment.
- Contact new and existing customers to discuss their needs, and to explain how these needs could be met by specific products and services.

### EDUCATION

#### **Work Keys in placement test**

Michigan Works

January 2010 to January 2010

#### **some course work in Business Management**

Ferris State University

January 1994 to January 1995

**towards in Business Management**

Davenport University

January 1994 to January 1994

**diploma in business managment**

West Ottawa High School

January 1989 to January 1993

**SKILLS**

Hard Drives, Formatting, Intuitive, Problem Solving, Fast Learner, Strong problem solving and trouble shooting skills. Ability to quickly learn new skill sets, procedures, and adapt to fast pace changes in technology.

**LINKS**

<http://www.linkedin.com/pub/dan-boone/11/846/9b2>

**GROUPS****Looking****ADDITIONAL INFORMATION**

Interests: On a professional side I love working with computers, either building them, repairing hardware/software, I am currently trying the new Windows 7 operating system. My goal is to become an certified IT Professional . On the personal side I love to travel to new destinations, motorcycle riding, swimming, hiking, camping, fishing, hunting, working on my home, exercising and spending time with my son.