

Summary

Client focused, deadline-driven with years of experience in US Government facilities operations / maintenance tasks and procedures

Enterprise Leasing Co.
Sr. Customer Assistance Representative
Rochester, MN
Start Date: 06/12 End Date: 03/2013

- Provide a high level of customer service by assisting customers and assessing their rental needs in person and over the phone
- Meet and greet customers in a friendly and timely manner
- Provide directions and general assistance
- Assist to assess condition of rental upon return
- Process returns, check-ins and exit kiosk transactions
- Position requires prolonged standing during shift
- Effectively market the company while picking up customers up and/or dropping off customer in a safe and courteous manner and assisting customers as needed
- Responsible for notifying Management of any known vehicle problems and any required customer service issues and/or concerns
- Understand and communicate rental terms and conditions, vehicle features and other services
- Sell optional protection products, upgrades, fuel options and other additional equipment
- Take incoming calls- reservations, rate quotes, general questions and answers, provide information and resolution for customers, other branches, insurance companies, dealerships, repair shops and other vendors
- Manage outgoing calls for callback management, and miscellaneous calls as assigned
- Responsible for notifying Management of any known vehicle problems and any required vehicle maintenance
- Clean vehicle interior and exterior by hand or by operating washing equipment when needed
- Perform various administrative and basic accounting functions such as: research and billing support tasks, accounts receivables, transfer and key logs, run miscellaneous reports, supply maintenance, process customer billing
- Perform miscellaneous and backup duties job-related duties as assigned
- Perform basic vehicle maintenance inspections: lights, body damage, windshield, interior (controls)
- Verify Fleet Vehicle documentation is current (registration, plates)
- Update MSDS documents
- Maintain inventory of supplies – place requests for re-stock when supplies are low
- Schedule service appointments as needed for Fleet Vehicles
- Deliver FLEET vehicles to service appointments
- Assist Enterprise drivers with Fleet vehicle movements / Inventory
- Pick up / Drop off customers to various locations

Elcor Construction
Laborer
Rochester, MN
Start Date: 10/12 End Date: 11/2013

- Move material to requested areas throughout work site
- Guide / Direct heavy equipment operators in low visibility areas
- Spread sand, dirt and rock while being applied to road
- Operate plate tampers to assist in packing / leveling areas not accessible to heavy equipment
- Measure and cut geogrid material

FLUOR Government Group
Training Specialist
Bagram Airbase, Afghanistan
Start Date: 10/09 End Date: 01/10

- Trainer - Computerized Maintenance Management System (CMMS database)
- Project Management / Development
- Assist transition teams gather applicable Facility, Property and Inventory records of project sites (73 sites)
- Prepare records for data migration / upload to CMMS database
- Input new site information into CMMS database (i.e. location hierarchies, job plans, problem codes, labor codes, safety plans, asset allocation, inventory, storerooms,
- Communicate company policies and standardized procedures related to CMMS database
- Coordinate with skilled trades department supervisors and leads to implement preventative maintenance record keeping procedures
- Company representative of CMMS database during Government audits

Service Employees International (K.B.R. Inc. contract)
Operations Coordinator
Bagram Airbase, Afghanistan
Start Date: 09/08 End Date: 10/09

- First line technical support of Computerized Maintenance Management System (CMMS)
- Support 600+ licensed end users
- Establish email distribution lists to communicate important system information (server maintenance...)
- Issue or reassign end user licenses (IBM Maximo 5.2 and 7.1)
- Deliver training presentations through classroom or over the shoulder environments covering Inventory Control, Work Order Management and Property Management data entry procedures
- DPW (Work Control / Service Operations) SME
- Generate daily compliance reports, analyze data for inconsistencies such as updating records in timely manner, word formatting outlined in standard operating procedures (SOP)
- Generate specialized reports upon requests
- Set up training classroom for presentations (projector, sound, tables, chairs)
- Develop course material such as handouts, quizzes, hands on learning exercises
- Review, update training database of licensed end users
- Coordinate travel to forward operating sites to conduct training

Patrick B. Hodge
2831 kenosha lane nw, Rochester mn 55901
Email Address: pb.hodge@outlook.com
(507) 206-0548

Logistics Coordinator
Service Employees International (K.B.R. Inc. Contract)
Bagram Airbase, Afghanistan
Start Date: 04/07 End Date: 09/08

- Customer service representative (DPW / Service Operations)
- Supervise Service Operations / Help Desk office (4 employees)
- Track progress of preventative maintenance program
- Coordinate client requests for Heavy Equipment / Operators
- Coordinate various work assessments for proposed projects
- Maintain work order / service order filing system (hard copy documents)
- Implement site emergency procedures (power outages, road closures etc...)
- Receive, process new project requests, installations, modifications of facilities
- Communicate directions, updates, and service requests via base station radios, cell phone, email, walk ins
- Update facility list accordingly
- Generate daily work order / service order reports
- Provide progress reports of all ongoing projects being performed by KBR Inc.
- Liaison to accountable contracting officer (ACO)
- Liaison to Base Operations, Base Safety, EOD, camp mayors, and Facility Engineer Team
- Maintain 5 year archive of all documentation processed or handled by DPW / Service Operations