

# Ray Clopton

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## WORK EXPERIENCE

### **Maintenance Supervisor**

Penske - Denver, CO - 2014-03 - Present

- Coordinated, scheduled and audited maintenance repairs to include preventative, mechanical and electrical repair to tractors, trucks and trailers
- Mentored and supervised service department associates
- Reviewed work orders
- Fleet maintenance management and repair expense management
- Identified areas for improvement and reinforce policies and procedures
- Facility management by assuring a clean and safe working environment
- Managed service scheduling system and executing daily shop administrative tasks such as phone service and filing
- Hold vendors accountable for quality and adherence to schedule for outside work
- Make follow-up calls to customer and vendors
- Checked in and rented rental trucks after hours

### **Branch Service Manager**

Penske - Denver, CO - 2011-06 - 2014-03

- Managed the shop floor and administrative tasks
- Oversaw the maintenance supervisor and technicians to assure the location aligns business objectives and customers' demands.
- Managed preventative maintenance scheduling, quality, and customer satisfaction
- Listen to and resolved customer complaints regarding services, products, or personnel
- Hired, trained, and evaluated personnel
- Conferred with company officials to develop methods and procedures to increase sales, expand markets, and promote business
- Make follow-up calls to customer and vendors
- Directed and supervised associates engaged in sales, inventory-taking, reconciling cash receipts, or performing specific services, such as pumping gasoline for customers
- Provided staff with assistance in performing difficult or complicated duties
- Planed and prepared work schedules, and assign associates to specific duties
- Attended company meetings to exchange product information and coordinated work activities with other departments
- Prepared sales and inventory reports for management and budget departments
- Formulated pricing policies according to profitability requirements

### **Area Black Belt Six Sigma**

Penske - Tempe, AZ - 2009-09 - 2011-06

- Executed technical / cross functional assignments within strategic initiatives throughout the organization
- Interfaced with Senior Management sponsorship and provide effective communication and engagement during the life cycle of each initiative

- Played contributing and leading roles for specific deliverables and provided technical support, training, and mentoring as necessary
- Executed the assigned skillset / tool effectively (Operational Excellence / Lean Six Sigma) and provide timely communication and follow-up as required
- Provided key contributions to Operational Excellence / Lean Six Sigma initiatives as a technical resource, task / activity leader, or other related team member role
- Assisted with training and mentoring for specific Operational Excellence / Lean Six Sigma skillset
- Effectively engage with leadership by providing timely updates, analysis, and communications. Support and encourage Operational Excellence concepts
- Maintained timely assessments and status reviews of deliverables and impact for all activities within scope of work.

### **Customer Service Coordinator II**

Penske - Tempe, AZ - 2008-08 - 2009-09

- Managed service scheduling system and executing daily shop administrative tasks such as phone service and filing
- Coordinated with customers to schedule preventative maintenance work and balanced available openings with technician work schedule as well as communicated with customers as needed for maintenance updates including changes to schedule or work, billing concerns, or satisfaction concerns
- Coordinated outside repairs and assure that all Penske Rental units are maintained and prepared for customers
- Hold vendors accountable for quality and adherence to schedule for outside work

### **Diesel Technician/Mechanic**

Penske - Tempe, AZ - 2005-07 - 2008-08

- Repair and diagnose: Engines (gas and diesel), Power train to include differentials, transmissions, clutches, drive shafts, wheel ends, Electrical systems including starters and alternators, HVAC systems, Steering systems, Electronics to include ECM's, ECU's, sensors etc., Engine bolt on items such as turbos, fan clutches, injectors, cooling system etc., Brake systems including ABS, Suspension systems (spring and air)
- Perform mechanical and general appearance reconditioning of equipment for "trade-ins" and prepare new equipment for delivery
- Identify and determine parts required for repair of disassembled units
- Perform all levels of preventive maintenance services, identify warrantable repairs and document on repair order
- Road test Vehicles when necessary to diagnose malfunctions or to ensure that they are working properly
- Inspect, test, and listen to defective equipment to diagnose malfunctions

### **EDUCATION**

#### **Associates Degree of Applied Science in Penske Truck Leasing**

Universal Technical Institute

2014-03 - Present

### **ADDITIONAL INFORMATION**

- 10+ years of Heavy Equipment Mechanic experience
- Extensive Technical Experience
- 10+ years of Management experience

- 15+ years of Customer Service
- Good Organizational and Communication Skills
- 5+ years forklift experience (Forklift certification)