

Robert Smith Field Service Technician

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Summary of Experience and Qualifications

- Currently employed with CSG traveling from cities through out all of Colorado repairing ATMs.
- Has worked in Monetary Transactions and repairs.
- Knowledge of customer support through crisis management, communication and handling funds/money.
- Ability top meet deadlines and deal with rapidly changing situations.
- Result oriented.

CSG - 2022-present

Position - Field tech

- ATM work with NCR.
- Installed hardware and software on machines infield.
- Managed inventory.
- Customer service in financial institutions.

NCR - 2018 - 2022

Position - Tech 3

- Install and uninstall self-service register and kiosks.
- Loaded and repaired software on cash registers.
- Experience with customer service.
- Worked with security computers and stations.

Burroughs Inc - 2016 - 2018

Position - Customer Service Engineer 3

- Installs and services assigned equipment at customer locations.
- Diagnoses and resolves product performance problems.
- Ensures customer satisfaction by advising customers on preventative maintenance and configurations which may impact product performance.
- Takes responsibility for potential or desired follow-up services or problem escalation.

- Maintains tools and parts inventory in a secure and accurate fashion.

TRU-CHECK METER SERVICES – 2014 - 2016

Position – Field Service Technician

- Performs change out of existing Electric Utility Meters and Installing Module Upgrades to Gas and Electric Meters as required.
- Demonstrates safe, high quality work practices in a team atmosphere.
- Performs up to standards within time frames outlined by Field Supervisor and Project Manager.
- Commitment to customer service - responding to the needs of internal and external customers.
- Completes all work in an organized, timely manner, within instructed standard procedure.
- Identifies and reports to management all hazardous working conditions and specifically those hazardous conditions that prohibit the safe exchange of meters.

I.S.S.- Denver International Airport – 2012 - 2014

Position - Executive Board Member and Union 105

- Monitor and enforce the provisions of the collective bargaining agreement (labor contract) to ensure both the firm and union worker are not violating the terms of the agreement.
- Ensure that the firm is in compliance with all federal, state and local laws and regulations.
- Represent and defend fellow workers whom the firm believes violated company policy or the terms and conditions of the collective bargaining agreement, often through the grievance process.
- Communicate and disseminate official union policy, memos and directives to workers in the shop.
- Popularize and promote union consciousness and values in the workplace.

RED BOX AUTOMATED – 2010 - 2012

- Installed and repaired automated DVD vending machines.
- Installed and repaired communication equipment including mobile systems.
- Team leader for four merchandisers.

Education

Minolta Factory School - 2000 - 2005

Warren Tech - Fire Science 1988 - 1990

Pomona High School – Diploma - 1987 to 1990