

Shane Organ

Field Service Technican- Joerns Healthcare

Allison Park, PA
s31football@aol.com
330-540-1770

Authorized to work in the US for any employer

Work Experience

Field Service Technician

Joerns Healthcare Dynamic Medical Systems - Gibsonia, PA
August 2018 to Present

I drive a box truck to every customers location. Talk with nurses, material managers and patients to assure they are aware how the equipment works and answer any questions.

- Deliver the products the customers order such as mattresses, beds, pumps, wound vacs, ect.
- Pick up the equipment when the facilities are done with it.
- Setup the beds, mattresses, and other equipment at the facility.
- Fixed equipment that was broken or replaced it with a new one.

Route Sales Representative

Aramark - Pittsburgh, PA
January 2018 to July 2018

I drive a stepside truck to each of my customers location.

- Deliver the products the customer is renting such as uniforms, rugs, rags, towels, paper towels, ect.
- Interacted with the customer to make sure everything was delivered and to their standard and to make sure they got what they are paying for.
- Upsell current customers by offering products they may be interested in.
- Pick up the dirty uniforms/rags and payments.

Warehouse Associate

Buhler Industries - Youngstown, OH
November 2017 to January 2018

Answered phone calls to help dealers and customers find products and used a computer to search for part numbers and scan the warehouse inventory at our own location and locations elsewhere, while also communicating with other warehouses when the product being sought after was not in stock at our location

- Managed record of products we either received or shipped out on a file card, wrote up orders, and organized paperwork and files for future reference
- Pulled parts and shipped them to UPS, operated a forklift to load and unload trucks and put away products, and used tools to assemble the farm equipment.
- Secured the product using crates or bands to prevent damage and shipped it out to the customer.

Technician Assistant (Seasonal)

Higher Level Services - Youngstown, OH
July 2017 to October 2017

Interacted with customers directly by taking payments for the jobs performed

- Ensured that jobs were done correctly and up to the customer's standards and addressed problems and found solutions if problems surfaced in an effort to leave customers satisfied with the work that was done
- Installed gutters and pressure washed and cleaned houses, garages, driveways, sidewalks, patios, windows, and gutters and distributed estimates to neighboring residences and businesses that were interested in our work
- Drove a van or box truck to local businesses or customer's homes to accomplish the work that they hired us for Delivery Driver Something New Florist and Events September 2016-January 2017
- Utilized excellent customer service skills to deliver flowers and home decor locally while representing the company due to being the only associate from the company the customer interacted with
- Communicated with floral designers, facilitated timely delivery of customer orders, and problem solved when orders were damaged in transit and solutions needed to be found for customer satisfaction
- Designed routes that were the most efficient and time saving and handled the deposits that needed transported to the bank
- Assisted managers in the showroom and accomplished various tasks when asked by my superiors

Outside Sales Representative

TruGreen - Youngstown, OH

March 2016 to May 2016

Traveled door to door and utilized phone sales to sell customers TruGreen lawn care services

- Interacted with potential customers on a daily basis, using active listening and effective communication skills to match our products to specific customer needs and concerns and answer questions
- Exceeded both my own personal goals and company goals and was ranked as the leading salesman not only in sales, but also in total revenue, for each week I worked at Trugreen
- Recognized as being one of the top 25 rookie salesman company-wide during my third week with the company

Stockroom Assistant

Linde Hydraulics - Canfield, OH

February 2013 to February 2016

Used computers to carefully look up part numbers and maintain daily orders

- Trained four people in the stockroom, including the current stockroom manager
- Pulled parts to complete orders for customers or distribute to other associates on the floor and packaged products to ship them to UPS, Fedex or DHL.
- Checked in parts that came from Germany and added them into our stock, managed shipping methods, and operated a forklift for various purposes

Delivery Representative

Infusion Partners - Canfield, OH

March 2013 to November 2013

Delivered medication and supplies to patients, explained medications and equipment to patients and showed them proper ways to administer or operate the products

- Ensured that customers signed required HIPPA paperwork about the equipment and collected and managed the co-pays that were due at the time of delivery

- Worked on an on-call basis and drove long distances across Ohio for deliveries while effectively managing many orders at once to ensure patients received the correct orders

Cashier/Customer Service

Bo's Pet Shoppe - Columbiana, OH
June 2010 to December 2011

Performed excellent customer service by addressing customer needs and concerns and fielding questions and matched customers with the products they were seeking, often making recommendations for certain products based on specific customer scenarios brought to my attention

- Operated the cash registers and rang customers out with their purchases, shelved incoming stock and priced the store's items, and performed various cleaning duties around the store, including the cages

Education

Management

Hocking College - Nelsonville, OH
2011 to 2012

High School Diploma

Columbiana High School - Columbiana, OH
2008 to 2011

Skills

customer service (3 years), detail-oriented (4 years), RECEPTIONIST (1 year), RETAIL SALES (1 year), time management (Less than 1 year)

Additional Information

Skills

- Excellent customer service skills
- Effective organization of paperwork, files, orders, emails, and other business materials
- Exceptional communication with superiors, peers, and customers
- Experienced in door-to-door and phone sales
- Self-motivated to take initiative and lead
- Superior time management and prioritization skills
- Very detail-oriented
- Efficient at accomplishing tasks in a timely manner
- Well-versed in troubleshooting to find the best solutions for problems that arise with tasks and customers