

# Skyler Pons

Lakewood, CO 80232

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## Work Experience

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### **Service Technician**

Martin-Ray Laundry Systems - Denver, CO

October 2019 to August 2023

- Trained new hires in technical service, safe practices in working with electrical, hydraulic, and mechanical systems. Helped implement internal training procedures.
- Primary technician for commercial customers with large equipment inventories, maxing out at 20+ pieces of equipment evaluated or repaired in a single visit.
- Worked safely in sanitation and biohazard environments throughout Covid-19 pandemic.

### **Service Technician**

Advanced Laundry Systems - Golden, CO

November 2018 to June 2019

- Installation and technical service on residential, commercial, and industrial laundry equipment.
- Maintained high standard for pace of work done, averaging 4-8 stops per day.
- Developed skills quickly without much direct training or supervision.
- Installation and troubleshooting on systems running on electrical, electronic, plumbing, gas, and compressed air systems. Intimate familiarity with safe practices.
- Wrote brief but descriptive work orders with an eye to maximizing profitability of work completed.

### **Administrative and Sales Manager, Project Manager**

Colorado Home Cooling - Lakewood, CO

April 2015 to August 2018

- Sales over the phone, via email, in person at showroom, on location in customer's homes. Effective sales record due to organization, attention to detail, and effectively communicating abstract concepts to customers.
- Preparation of estimates for work to be completed. Production of roof drawings for HOA approval.
- Data entry and maintenance of CRM. Development of custom fields and formatting for CRM. Financial data entry in Excel and Quickbooks. Production of customer invoices using Quickbooks.
- Inventory management. Purchasing materials. Development of processes for inventory projections. Broke records for profitability through effective inventory management.
- Development of internal processes for sales and customer service. Production of training manuals for office staff and technicians.
- Maintenance of facility and vehicles. Developed maintenance schedules for vehicles.
- Installation and repair of whole house fans, roof vents, and ancillary equipment. Installations including wood framing, electrical, roofing, and ducting.

### **Designated Technical Resource**

Western Paper Distributors, Denver CO - Denver, CO

December 2012 to February 2015

- Installation, preventative maintenance, and repair on chemical dispensing equipment for commercial laundry, warewash, and janitorial environments. Electrical, electronic, plumbing and mechanical installation, troubleshooting and repair.
- Increased dishwasher business by 136% in the first year of selling accounts. First customer contact for technical evaluation of potential accounts. Development of proposals for chemical sales.
- Worked in cooperation with Proctor and Gamble to collect data and develop processes for their national program.

### **Line Cook and Server**

Catering by Anna St John - Silver Spring, MD

July 2012 to August 2012

- Preparation, service and delivery of food. Required knowledge of food allergies and alternative diets.
- Maintained service contract despite major natural disaster including 4 days with no power at original preparation site.

### **Assistant Kitchen Manager**

JGB Cafeteria and Catering, Uniformed Services University of the Health Sciences - Bethesda, MD

January 2011 to July 2012

- Menu planning. Perishable and non-perishable inventory management. Reduced food waste through careful planning. Improved profitability by correlating menu planning with seasonal price changes in food costs. Kitchen serving breakfast and lunch to about 700 people per day.
- Cash counting. Counted all cash registers. Preparation of deposits. Reconciled all petty cash transactions.
- Financial data entry. Entry into Excel and data formatting for use in pivot tables. Data entry into Quickbooks. Reconciled 6 month backlog of accounts payable/receivable.
- Produced training materials, human resources documents and maintenance guides and schedules.

### **Assistant Service Manager**

Griffin Cycles - Bethesda, MD

January 2010 to June 2010

Managed service schedule for technical staff of between 2-6 seasonally.

- Renovated workshop area, doubled footprint available to repair work.
- Maintained excellent repair work flow. 100% of warranted repairs completed within 48 hours.
- Maintained high sales volume while balancing administrative and repair responsibilities.

### **Salesman/Technician**

College Park Bicycle - College Park, MD

September 2007 to May 2009

Assisted in sales process for custom fabricated and custom built bicycles.

- Balanced high volume of sales with high volume of repair work.
- Assisted head mechanic with assembly, repair, and restoration of vintage and antique bicycles.
- Maintained excellent standards for organization and documentation.

### **Line cook, server**

Gail's Vegetarian Catering - Wheaton, MD

August 2005 to April 2006

Preparation, service and delivery of food. Required knowledge of food allergies and alternative diets.

## **Intern**

Smithsonian Institution National Museum

September 2003 to May 2004

- Technical preparation of fossils for archiving, publication, and research.
  - Data entry of fossil catalog information and fossil discovery location data. Data formatting for migration of database from Excel to Access. Formatting data from legacy formats to modern formats.
- Transcription of location data from 19th century hand written logbooks.

## Education

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### **Bachelor's of Arts in Sociology**

University of Maryland College Park - College Park, MD

January 2006 to July 2009

## Skills

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- Data entry (5 years)
- Ms office (5 years)
- Training (5 years)
- Plumbing
- Process development (3 years)
- Managerial (3 years)
- Electrical
- Hand Tools
- Maintenance
- Customer Service (7 years)
- Service Technician Experience
- Purchasing
- Appliance repair
- Plumbing
- Customer service
- Cash register
- Sales
- CRM software

## Certifications and Licenses

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### **Driver's License**

December 2018 to December 2023