

Jon Smith

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Telecommunications guru with 27 years of experience in the industry, specializing in building sales and company reputation through focus on customer service, improved technician training and monitoring, and developing innovative out-of-the-box solutions in an ever-changing industry.

*Complex customer projects often require external project management, however John has project management capabilities that far outweigh the normal abilities of end user site managers... **Jim Jones – Team View Lead at Some Company***

*John has demonstrated great creativity in the design and implementation of telecommunications solutions. He treats his customers as KING... **Sam Doe – Canadian Sales Manager at Big Company Telecommunication***

SELECTED ACHIEVEMENTS

- Catapulted customer satisfaction statistics by 7 times (from a dangerous all time low) through sweeping changes to processes, technician training, and customer retention tools
- Designed and built disaster recovery system that allowed local 911 and emergency personnel to maintain communication during large scale crisis and evacuations
- Created successful telecommunications company from the ground up, implementing innovative strategies that resulted in an impressive 71% of customers still with the firm 17 years later
- Initial technician breaking new ground heading up large PBX projects for international corporation

TECHNICAL SKILLS

- Samsung 7000 seripes IPBX equipment
- Zultys MX IP PBX systems
- SVMl Products
- Norstar
- Option11c/M1/Meridian1/(Avaya Red and Blue)
- 2way LMR/HF/VHF/UHF radio
- Short and long haul microwave/satellite links
- Copper, RV and Fibre
- ISDN PRI/BRI
- TDM and IP systems
- Microwave data encryption

CAREER HISTORY

Company A

Operations Manager

January 2010 to present

- Increased customer satisfaction by 700% through implementation of changes to policies, processes and the introduction of customer satisfaction tools
- Reduced service request time to a maximum of 2 days after introducing technician efficiency matrix that allowed us to monitor productivity and match technicians to service request by strengths and areas

- Created process for customer follow up to ensure customer satisfaction and improve technician training
- Increased technician productivity by 25%
- Introduced technician training and mentorship programs that increased skill set and productivity of technicians, allowing us to retain the highest quality team
- Reduced costs through implementation of new CRM program that allowed for more efficient management of technicians skills and location.
- Implemented new 120IP telephone system, resolving network issues and system security while minimizing downtime to a mere 5 minutes
- Conduct customer training sessions

Company B
1999 - 2014

Proprietor (Start up company)

- Broke new ground building business to \$300k while maintaining a customer retention rate of over 70% remaining with the company for 17 years
- Sole provider of telecom services for Weyerhaeuser Canada, including set up, site expansion, new service implementation, outage escalations, and service and contract fulfillment.
- Devised innovative solution to technical issue that allowed branch of large international client to maintain full telecommunication abilities until repairs could be made a week later. This process was adopted as a permanent part of their emergency protocol on an ongoing basis.
- Designed and built 3 discrete telephone interface adapters that allowed a modern telephone system using new technology to be used with an incompatible older technology dispatch radio console system
- Created a disaster recovery system that allowed 911 service and emergency services to maintain ability to function during a major catastrophic crisis, including evacuation level crisis
- signed interfaces to permit compatibility between analog and digital equipment

EDUCATION

MX 250 Installation and Maintenance (2016)
Zulty's Technical Training

Business Financial Mathematics (2013)
TAG – Technology Assurance Group

OfficeServ 7000 Series (2012)
Samsung OfficeServe Equipment Courses

Meridian 1 Option 11c Installation
Nortel

**AN-FPS 117 Long Range 3 Dimensional
Air Search Radar Maintenance (1990)**
Canac/Microtel – DEW Line

Communications Technician (1989)
Armed Forces Communications (Honours)
CFSC Canadian Forces School of
Communications and Electronics

Diploma, Telecommunications (1987)
Thompson River University

Low Voltage Electrical Ticket (1995)
BC Safety Authority

CERTIFICATION

**Radio Operator Certificate Restricted--Aeronautical
Amateur Radio**
FSR Low Energy Systems

Industry Canada License 91402385
Industry Canada License 921520851
BC Safety Authority License LEL0042622