

NAME

Address

Address

Residence Telephone

Business Telephone

Professional Experience:

INSTRUMENTS, INC.

CITY, STATE

Service Manager

1988 to present

Plan and manage daily activities of in-house and on-site service programs for this large national firm specializing in the distribution, calibration, and repair of test equipment. Consistently meet or exceed time, budget, and quality standards. Achieved 35% growth in billings and a significant increase in customer retention over FY '88.

- Monitor 300+ service contracts and 800+ monthly calibration/repair jobs.
- Hire, schedule, supervise, and evaluate 6 technical and administrative personnel.
- Generate quotes on service contracts and repair work.
- Approve and expedite ordering of parts.
- Collaborate with Q.A. Manager to maintain quality and conform to mil. standard 45662A for audits.
- Contract with outside vendors for subcontract work.
- Maintain excellent customer relations on special requirements and service issues.

CALIBRATION LABS

CITY, STATE

Bench Technician

1987 to 1988

Calibrated and repaired a wide variety of HF test equipment including:

- Attenuators
- Pulse Power Sources
- Modulation Distortion Analyzers
- Spectrum Analyzers
- Power Meters and Mounts
- Meters
- Oscilloscopes
- Counters
- Signal Generators

EQUIPMENT LAB

USAF - CITY, STATE

Technical Supervisor

1983 to 1987

Trained and supervised a four-man section in the analysis, alignment, repair, overhaul, and calibration of precision measuring equipment to meet standards of the manufacturer and the National Bureau of Standards.

Education & Training:

COMMUNITY COLLEGE OF THE AIR FORCE

1984 to 1987

60 credits in Electronic Technology

USAF SCHOOLS

1983

**Precision Measuring Equipment Specialist
Advanced Electronic Maintenance/Calibration
NCO Preparatory (Management School)**

COLLEGE

1981 to 1982

25 credits in Computer Science (Dean's List)

CONTINUING EDUCATION

Current

Management Courses in Training, Writing, Communication, Supervision