

MICHAEL T. JAMES

7126 Floy Court, Springdale, AR 72762
501.617.1360 miketjames@yahoo.com

OBJECTIVE: *A highly motivated individual, whose experience and knowledge reflect a strong sense of specialization in the field of maintenance, construction and customer service; seeking a position that utilizes my skills as well as challenges my abilities in a company that offers new growth and opportunities.*

WORK EXPERIENCE

CUSTOMER SUPPORT ACCOUNT MANAGER, May 2005 to January 2008
COE Newnes/McGehee, Salmon Arm, Canada B.C.
Supervisor: George Krumbine (931) 247-4808

- Manage customer's requests for new additions to industrial sawmill equipment
- Travel throughout several southern states to address each account
- Assist customers with scheduling their employees with the proper training of new software and hardware along with education on the principals and aspects of the latest mechanical advancements
- Assist with customer technical and parts problems, track down required parts from other vendors or other customers
- Create and present PowerPoint presentations of new products and services
- Maintain accurate weekly expense reports along with activity reports of customer visits and submit them via the internet to supervisors

SERVICE TECHNICIAN, May 2000 to May 2005
General Electric, Hot Springs, AR
Supervisor: Rick Wade

- Provide service to G.E customers and equipment
- Keep track of inventory through the computer, follow up orders for required parts via the intranet
- Diagnose electrical, HVAC, plumbing issues and make necessary repairs
- Handle customer care concerns on a daily basis
- Send in weekly reports on jobs performed via the company intranet
- Assist other technicians throughout the south when necessary

MAINTENANCE SUPERVISOR, June 1989 to April 2000
Related-Lane & Lincoln Property Management, Ft Meyers, FL
Supervisor: Charmaine Pac (501) 520-9200

- Direct staff on daily & weekly workloads to efficiently get the required tasks completed
- Organize and implement preventive maintenance programs
- Diagnose all electrical, HVAC & plumbing problems and train assistant employees on the same procedures to ensure proper and timely repairs
- Re-key, pick or drill locks on entry doors as required when move outs occurred then replace or repair the locks
- Maintain the entire property's irrigation systems
- Give instruction when needed on proper swimming pool and spa care, oversee that local and state laws were followed at all times with regard to chemical use, proper ph levels and filter cleaning procedures

U.S. ARMY INTELLIGENCE, Ft. Devens, MA
May 1983 to January 1985
U.S.Veteran

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EDUCATION

W. F. West High School, Chehalis, WA
August 1979 through May 1983

ADDITIONAL EDUCATION & COMPUTER SKILLS

- HVAC Diagnostics and Troubleshooting, January 1995
- HVACR Refrigerant Transition and Recovery I & II, February 1995, Ferris State University
- National Pool Foundation certificate on proper operation and chemical balances for pools and spas, March 1995
- Heating and Ventilation Certificate, March 1991
- Successfully completed a course on the 1990 National Electric Code, the appropriate part of the basic building code, July 1990
- Certified by AT&T in BCST (computer skills)
- Certified by AT&T in TMTF II (tech/mechanical field 2 service)

Efficient with most Windows based programs:

Microsoft Office, Word, Excel, Access, Publisher, Power Point and Outlook Express

Knowledge of web based hyper text markup language (html), internet e-mail programs, uploading and downloading files, search engines and the Meta tags descriptions for locating information along with some intermediate web page building skills.