

Tim North, Jr.

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FIELD SERVICE TECHNICIAN

VALUE STATEMENT

6 years Field Service Technician experience. Looking for a challenging and exciting opportunity to utilize my extensive customer service, logistics, and business knowledge.

SKILLS

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| <ul style="list-style-type: none">• Field Service Technician• Account Management• Business Development• Customer Service / Sales | <ul style="list-style-type: none">• Welder• Fabrication• Machinist• Automotive Technician |
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EXPERIENCE

Lift Truck Sales & Service – Kansas City, MO – September 2023 to Present

Field Service Technician

- Manage largest account territory within the southern and western Kansas City area
- Maintain long term customer relationships
- Coordinate sales of new and used equipment for customers
- Engage in troubleshooting of equipment and complete repairs as needed
- Schedule and manage quarterly preventative maintenance agreements
- Order accurate amounts of parts and supplies to maintain necessary inventory
- Contribute to repeat and referral business by using highest level of customer service and problem-solving skills
- Responsible for Doosan, Linde, Clark, Genie equipment

Ryan Transportation – Overland Park, KS – April 2022 to September 2023

National Account Manager

- Solicited and generated new business
- Maintained day to day account operations
- Communicated directly with customers regarding their trucking/logistics needs

Lift Truck Sales & Service – Kansas City, MO – August 2016 to April 2022

Field Service Technician

- Managed largest account territory within the southern and western Kansas City area
- Maintained long term customer relationships
- Coordinated sales of new and used equipment for customers
- Engaged in troubleshooting of equipment and complete repairs as needed
- Scheduled and managed quarterly preventative maintenance agreements
- Ordered accurate amounts of parts and supplies to maintain necessary inventory
- Contributed to repeat and referral business by using highest level of customer service and problem-solving skills
- Responsible for Doosan, Linde, Clark, Genie equipment

Crown Lift Trucks – Lenexa, KS - August 2015 to August 2016

Field Service Technician

- Acted as the dedicated onsite Field Service Technician for Ceva Logistics in Kansas City, MO
- Maintained long term customer relationship
- Coordinate sales of new and used equipment for Ceva Logistics
- Managed and monitored 50+ forklifts for Ceva Logistics
- Responsible for C-5 Crown equipment

NTB/National Tire and Battery – Olathe, KS and Houston, TX – 2015; 2013 to 2014

Lead Automotive Technician/Automotive Technician

Calvert's Express Auto and Tire – Olathe, KS – 2014 to 2015

Automotive Technician

Morgan Tire Co/Tires Plus – Olathe, KS – 2014; 2012 to 2013
Alignment Technician

E D U C A T I O N

- Johnson County Community College – Overland Park, KS
Welding / Fabrication
2010 to 2011