‍‍James L. Smallen

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**Objective**

* Looking for a company that I can grow with where I can raise my children.

**Education**

**Diploma | May 1998 | Loudon High school**

**A.A.S Computer Programming | April 2020 | Walter State Community College**

**Skills & Abilities**

**Management**

* I was a backup manager at AT&T U-verse when my manger was out either for sickness or vacation. I oversaw up to 35 technicians in different counties. I oversaw assigning different types of jobs to certain techs based on their skill set and managing dispatch concerns. Helping coach other techs and helping refine their trouble shooting skills as well helping find answer to difficult problems.

**Sales**

* I would upsell customers to different products supplied by AT&T on site at their homes and show the pros and cons of the product. Also, up selling extra security and automation equipment to better suit customers’ needs for maximum protection of their home.

**Communication**

* I have trained many technicians and I would present solutions to problem I myself have encountered on the job during morning teams meeting and our quarterly meeting with district and area management get information on other possible solutions to problems that were consistent with all field technicians.

**Leadership**

* The office I was at with AT&T I was a seasoned veteran that would take the initiative to help newcomers and technicians with less experience then I had. I would have spent hours showing them how to simply correct issues that had not came across before. Also at CLW delivery I oversaw helping new employees get trained and how to disassemble different appliances to fit in customers’ homes without damaging the product

**Experience**

**Technician | HIS Security | February 2018 - Present**

As a technician I prewired new construction houses for different needs. most of the homes I wired by myself or as part of a team depending on the size of the home for security, video and data, as well as whole house audio system and camera systems. I worked with the dahua cameras and dvr’s. I would also trim out the houses I prewired with the corresponding wall plates for video and data. I also did wiring for commercial use with cameras and security as well as access control. I would have to use a wide range of hand tools and power tools to complete some jobs. I had to use troubleshooting skills when dealing with existing systems customer wanted our products with their older wiring. I would drive to the office every morning except in a rare occurrence and those I would leave from home directly to the jobsite or customers home. After getting my assignments and collecting the equipment needed for that day I would also have to handle personal customers credit card info and/or collect checks or other forms of payment and sometimes hold onto them over the weekend.

**smart home pro | vivint smart home | July 2016 - February 2018**

* As a smart home pro, I am given the opportunity to go into customer homes and provide world class service during installs and service calls. I trouble many types of issues. Just an example of this is trouble shooting anything from Wi-Fi issues with cameras to troubleshooting network cards also including sensor connectivity. My experience with previous jobs has helped me grow a lot in this area. I also did upselling of extra security and automation equipment to help provide better service and security. I also have helped coach a couple of new hires as to how to approach different situation like customer interaction, upselling, and trouble system both go control and sky panels. I also had to use multiple hand tools and ladder as well as power tools to perform my duties. I would also have to educate customers not only how to use the system I was installing, but also how individual pieces of the equipment I installed work so they could have the knowledge how to better utilize the system for their specific needs. I was also in charge of doing my own inventory and reconciling it every 7 days as per policy. I also performed admin duties at my home such as cleaning my work vehicle, prepping equipment for the next few days of work as well as logistics by creating shipment of bad equipment by boxing it up as neatly along with a p.o. list to be sent with the bad equipment. I ordered special equipment for the needs of customer in a timely manner that was not part of the stock of equipment on the truck. I also trained multiple new hires as well as travel for weeks at a time to help in needed areas. I am also licensed to install security in TN, SC, and NC.

**Driver | CLW Delivery | Jun 2012 - July 2016**

I moved to Ohio in 2012 to work for this company and moved back to Tennessee when the office shut down. My duties included driving a large box truck to deliver different size appliances for Lowes as a third-party contractor. I would have to measure and take some of the appliances apart all while keeping a quality product to be delivered to the customers. I would have to inspect every appliance before it was loaded and check for reportable damages so the customer would have a quality product delivered to their home.

**Premise Technician | AT&T | July 2010 – May 2012**

Install and troubleshoot phone, data, and television services. Keeping customers informed on installing their services in home and using their interaction with the system to help troubleshoot and resolve any issues they may have. Also having to deal with heights and working off ladders in different situations and weather conditions. Being in confined in very small areas such as attics and crawl spaces under home. Having to deal with computer issues like MS Office and word also different virus protection programs to complete installation of our data system.

* Skills: Cable/Electronics, Data Networking, Cisco VOIP Phone Systems, multitasking, Multi-line phone system, Multi-line Phone Systems, Hands-on Training

**FSS1/Technician | EchoStar Satellite LLC | August 2008 – July 2010**

Installed and assembled DISH Network Satellite systems in customers’ homes on daily basis. Installed various dish sizes and weight using an inclinometer to locate the satellites at different degrees of azimuth and heights from 6ft - 40ft extension ladders. I had to be able to use various hand tools from different size nut drivers, cable splicing tools, cable toner system, different size ratchets, and ratchet wrenches. I have dealt with different size cable including rg-59, rg-6 and quad shield. Also used a digital satellite meter to tune in each dish according to location of satellites each individual dish is meant to pick up. I also had to attached cable to some customers’ home if needed to be wired and then hide cable as good as possible for customer satisfaction.  Also did trouble shooting on various systems receivers to give customer their service back. As of July, of 2010 DISH Network decided to give its internal offices in East Tennessee to an RSP Provider called Up Dish Communications and due to changes in pay scale and benefits I left the company before Up dish services took over completely.

Skills: Customer Relationship Management, hardware assembly, using a various type of ladder racking systems, using various types of ladders

**tech4 Process setup WELDER | Maremont Corp | September 1998 – August 2008**

My duties were to set up an automatic pipe bender for short part orders of different size pipe i.e. 1 3/4 - 3 in. pipe. I would

have to program the pipe bender with a specific part number and adjust degrees of turns and bends when needed. The

pipe was to be placed in a certain jig to be welded by me with MiG welder and whatever the order called i.e. flanges,

brackets, hangers, or heat shields. I also had to adjust the size of some pipe by reducing or expanding it. I was in charge of

making sure die that was put in the machine to adjust the pipe was working correctly by checking every ten pieces with

its correct guide to insure the customer was getting what they asked for. I would also have to move my own pipe by

forklift when no driver was nearby. I was also certified to drive a forklift. There were also times when I would to fix my

wire feeder and/or welder itself.

Skills: ISO9000 certified, MiG welder experience, Forklift experience, quality and inspection experience.