

HOME AUDIO SUPERVISOR

Dynamic home audio professional known for superior technical, human resources and organizational development skills. Consistent fast-track promotion.

Operations/Project Management: Proven record of conceiving, bidding and executing high end home audio projects on-budget, on-time and with total customer satisfaction. Adept at coordinating large jobs including: system design; liaising between sales representatives, vendors and crew; and accurately allocating required man hours.

Human Resources/Training: History of building efficient teams by hiring the right people and empowering them to take charge. Adept at fostering cooperation and building successful cross-functional team relationships at all levels in multicultural environments.

PROFESSIONAL EXPERIENCE

EXPERT HOME ENTERTAINMENT Santa Monica, CA July 1996–April 2007

Rookie Car Audio Installer June 1996–June 1997

- Leader in gross revenue.
- No go-backs.
- Preferred installer for high-end and specialty jobs.
- Known for having repeat customers.
- Completed projects an average of 50% faster than colleagues.

Assistant Car Audio Manager June 1997–June 1998

- Built outstanding rapport with sales team, helping them sell more equipment.
- Achieved high level of customer satisfaction by designing excellent systems and fulfilling commitments.
- Often performed duties of manager who was frequently offsite.

Car Audio Bay Manager June 1998–June 2001

- Managed four employees and entire car audio bay.
- Consistently won awards for highest production out of nine stores.
- Calculated Key Performance Indicators using online business program (Tyler) and presented reports at weekly meetings.
- Customer loyalty was so high that many customers waited months to have work done when a broken leg resulted in an eight-month hiatus.
- Organized team so efficiently, that it ran smoothly during eight-month hiatus without the need of a replacement manager.
- Fielded customer complaints and technical problems from all nine stores.
- Earned loyalty of crew members by sincerely caring for their needs, making sure they had time off for important family events even if it meant personally covering their shift.

PROFESSIONAL EXPERIENCE cont.

Home Audio Rookie

June 2001–April 2002

- Because of success in car audio, was immediately placed with top-performing crew chief on \$100,000 job which was finished ahead of schedule and on budget and resulted in a very happy customer.
- Continued with same team, specializing in bigger, more complex jobs.
- Learned quickly, becoming a crew chief in ten months instead of the usual 1 to 1½ years.

Crew Chief

April 2002–January 2004

- Contributed to massive takeover of California market, growing from 5 crew chiefs to 80 installers.
- Liaised with vendors, ordering all audio equipment and supplies.
- Trained 8 apprentices, one of whom went on to become a Home Audio Field Supervisor.
- Known for finishing jobs well ahead of schedule (in about 50% to 70% of allotted time), even when working without a crew.
- Became go-to man for complex remote control programming.
- Responsible for about \$2M in annual production.
- Awarded Installer of the Year.
- Promoted to Home Audio Field Supervisor and given option to manage any two stores (counterparts were assigned single locations to manage).

Home Audio Field Supervisor, Santa Monica and Anaheim Locations

January 2004–April 2007

- Managed 3 crew chiefs and 2 quick response technicians executing about \$4.8M in annual production.
- Met or beat all quotas, usually receiving award for highest production, once doing so six months in a row.
- Drastically improved results in field and boosted crew chief morale by implementing two-week in-store training program for rookies, replacing the system which forced crew chiefs to work with completely green people.
- Increased productivity of crew chiefs by example. Completed jobs crew chiefs said were impossible. Personally performed \$50-100K production every month while fulfilling managerial responsibilities.
- Had full discretion to interview and hire associates, pending background check.
- Increased sales and successful transition from bid to job completion by accompanying sales representatives on appointments, designing and bidding on projects.
- Analyzed and resolved all system design problems and fielded customer complaints. Resolved issues independently and in concert with Director of Home Entertainment.
- Received offer of double salary from corporate when asked for a raise. Director of Home Entertainment attributed offer to the complete lack of supervision required on his part, a drastic difference when compared to counterparts managing only one store and requiring extensive assistance.