




# JAMES COLEMAN

## Service Manager

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An ambitious professional with a diversified background and varied experience ranging from technical expertise to management skills and Human Resource practices. Authorized to work in the US for any employer and keen to apply my skills and knowledge in the relevant industry.

### WORK EXPERIENCE

Apr 2019 **SERVICE MANAGER**

Present **Speedco, Inc.**

Manage team members, including technicians and advisors, ensuring team objectives and sales goals are carried out.

- Monitor department issues and client complains to define patterns to narrow down the recurring issues
- Responsible for keeping the staff motivated and ensure employee compliance with the regulatory standards
- Interact with the customers, listen to their queries and concerns and ensure to resolve them

Sep 2018 **HUMAN RESOURCE ASSISTANT**

Apr 2019 **Commonwealth of Pennsylvania, Erie, PA**

Supported the development and implementations of HR initiatives and systems. Designed and developed training and development programs.

- Maintained employee records as per the policy and legal obligations
- Monitored staff performance and attendance
- Assisted in recruitment, training and counseling of existing and new staff
- Assisted in performance management and employee evaluation
- Oversaw compliance with the family and medical leave act, payroll, and other personal issues in a facility that employed over 200 nurses

Apr 2017 **MAINTENANCE MECHANIC**

Sep 2018 **ILSCO Extrusions, Greenville, PA**

Ensured operation of machinery and mechanical equipment by completing preventive maintenance requirements.

- Determined changes in dimensional requirements of parts through inspection
- Controlled downtime by informing production workers of routine preventive maintenance techniques, monitoring compliance
- Maintained a safe and clean working environment by complying with procedures, rules and regulations
- Monitored, identified and responded promptly to signs of malfunction in machinery such as changes in performance, temperature, fluctuations, sounds, smells and performed troubleshooting for production machinery

### EDUCATION

**Bachelor's in Labor Studies and Employment Relations**

Pennsylvania State University-World Campus - University Park, PA  
Jan 2013 – May 2017

#### Graduation

United Steelworkers Leadership Scholarship program

#### High School Diploma

George Washington High School, Danville, VA  
Sep 1995 – Jan 1998

### COMMENDATIONS

**Navy and Marine Corps Achievement Medal**

## SKILLS

Family and Medical Leave Act

Multitasking

Robust Communication skills

Decision-Making skills

Handling De-escalations

Automatics Data Processing

Numerical Skills

Analytical Skills

Re-thinking strategies

## REFERENCES

To be furnished upon request

Apr 2008

### MAINTENANCE MECHANIC

Apr 2017

#### Channellock, Meadville, PA

Install, assemble, and test new machines and equipment, ensuring compliance with the organization's regulatory standards. Served as a Union President (Local 1917-03) from May 2015 until April 2017.

- Inspected machines regularly to eliminate the malfunctions, including visual inspections, listening for regular noises and conducted tests as appropriate
- Studied manufacturers manuals and carefully followed the instruction while operating newly-acquired machinery
- Worked on building and machine maintenance that included mechanical and electrical tasks
- Maintained machinery and adjacent workplace is in state of appropriate cleanliness

Jan 1998

### MILITARY SERVICE (NAVY)

Oct 2007

#### Petty Officer Second Class

Initiated my military services as Engine Room Operator, followed by Hovercraft Mechanic and Recruiter. Also, I served as a Statistician for about three years.

Feb 2005

### HOVERCRAFT PROPULSION AND LIFE SYSTEMS MECHANIC

Oct 2007

#### US Navy, Virginia Beach, VA

- Provided mechanical services and preventive maintenance for Landing Crafts (Air-Cushioned)
- Ensured compliance with the implemented rules and regulations of the organizations

Jul 2002

### STATISTICIAN

Feb 2005

#### US Navy, Sunrise, FL

Tracked recruiting numbers and categorized them as needed for each station with Navy Recruiting District Miami.

- Analyzed and interpreted statistical data to identify differences in relationship among sources of information
- Applied sampling techniques to determine and define groups to be surveyed
- Evaluated sources of information to determine limitations in terms of reliability and usability
- Processed large amount of data for statistical modeling and graphic analysis, using computers