

# JAMES B. BALLENGER

## SUMMARY OF QUALIFICATIONS

---

- Field service repairs and maintenance.
- On-site customer relations.
- Installation of material handling equipment in the field.
- On-site demonstrations and product training.
- Extensive training and experience on electrical, hydraulic and pneumatic systems, including troubleshooting, diagnosis, and repairs at component level.
- Managed parts department and developed field sales and customer support strategies.
- Coordinated with factory on equipment status and customer satisfaction.

## PROFESSIONAL EXPERIENCE

---

1989 - 2010      Crown Equipment Corporation                      Sacramento, CA  
*Lead Field Service Technician*

- Crown Equipment Corporation is an international manufacturer of high-end electric material handling equipment.
- Responsible for planned maintenance, field repairs, customer relations, service advice, field training of technicians and customers. Wrote service reports. Managed parts department (field and in-house), inventory control, managed multiple territories including San Diego and Baja Mexico, coordinated with the main manufacturing facility in Ohio about customer related issues and equipment problems and upgrades. Initiated new strategies for developing larger customer base.
- Throughout employment, acquired extensive training in the fields of, troubleshooting and repair of our full line of equipment, customer sales and service support, dimensions of professional selling (D.P.S.), Train the Trainer.

## EDUCATION

---

1987 - 1988      Universal Technical Institute                      Phoenix, AZ  
*Occupational Associated Degree*

- Degree in Automotive and Diesel technologies with outstanding achievement awards in Electronic Technology, Transport Refrigeration and Diesel Fuel Systems. Graduated with 4.0 average.

## OTHER SKILLS

---

Working on computer systems including hardware and software.

Mentor for the John F. Kennedy High School Robotics Team.