

**Robert L. Adams**  
**4317 Hoover Road**  
**Grove City, OH 43123**  
**(614) 875-0440**

**Summary of Credentials:**

A substantial history of results oriented customer service management in high-tech environments. Major strengths include promoting customer satisfaction through effective management and development of relationships with customers in the selling of service agreements and consistent achievement of branch profit margins.

Licensed Real Estate Agent in the State of Ohio

**Professional Experience:**

March 1992 to present

Coldwell Banker King Thompson Realtors  
Real Estate Marketer and Consultant  
Grove City, Ohio

December 1993 to May 1995

Muzak, (Product sales)  
Columbus, Ohio

May 1984 to December 1993

Norstan Communications, Inc.  
Columbus, Ohio

Branch Service Management responsible for managing 10-15 technicians in the service of PBX, Voice mail and Peripheral products for over 1,000 accounts in central Ohio. Consistent success in the sales of agreement programs to the customer base. Achieved 100% of targeted profit margins and customer satisfaction ratings.

June 1960 to May 1984

Varityper, Division of AM International  
East Hanover, New Jersey

Branch Service Manger  
Des Moines, IA

Responsible for supervision of all branch service activities to include management of field service technicians, scheduling, trouble-shooting and customer service.

Field Service Manager  
Columbus, Ohio

Responsible for accommodating 800 customer accounts reflecting \$500,000 in service revenue volume. Hired, trained and supervised 15 technicians in five distinctive product divisions.

**Education:**

Hondros Career Center

Columbus, Ohio

Ohio Real Estate Finance, Ohio Real Estate law, Modern Real Estate Practice in Ohio and Fundamentals of Real Estate Appraisal.

Columbus Technical Institute

Columbus, Ohio

Management for Supervisors  
Business Management

Self Improvement Training

Attended numerous training classes that help me better understand people behaviors and how to respond to different personalities.

Technical Training

IBM 9751 CBX Overview, IBM 9751 Technical Maintenance, Introduction to Data Communications and IBM/Rolm CBX Data feature Application and Design.

**Honors and Awards:**

Personal Achievements

King Thompson Realtors president council 1995, Pacesetter Awards for 2<sup>nd</sup> and 4<sup>th</sup> quarter 1996, top sales and closing June 1996, top listing agent for November and December 1996, top listing agent for office 1993. Quality Choice award for achieving 100% customer satisfaction for 1996.

Grove City Community Service Award  
President, Grove City Sertoma Club

**Community Service Organizations:**

Grove City Area Chamber of Commerce  
Grove City Sertoma Club (15 years)  
York Temple Masonic Lodge  
Elks BPOE #37  
Grove City Rotary Club

**References:**

Both personal and professional references available upon request.