



BRADLEY BARBEREE

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Summary

Results-driven IT leader skilled in hiring, training, and managing teams for onsite services. Expertise in strategic planning and operational efficiency, delivering projects that enhance productivity and drive process improvements. Experienced in budget administration, staff training, and vendor negotiation to optimize business operations.

Skills

- Field Operations Management
- Workforce Hiring & Management
- Team leadership
- Financial management
- Revenue management
- Business planning
- Technical Sales
- Complex Troubleshooting and repair
- Networking & IT Infrastructure
- System Crash Recovery
- Cyber Defense
- Technical Documentation

Experience

Shift4 | Knoxville, TN
MANAGER, FIELD SERVICES
09/2021 - Current

- Developed strategic initiatives that enhanced customer service and satisfaction levels.
- Managed project timelines and resources for successful implementation.
- Oversaw staff training programs to improve operational knowledge and skills.
- Monitored staff performance and addressed performance issues to maintain operational effectiveness.
- Trained employees on additional job positions to maintain coverage of roles.
- Led team meetings and one-on-one coaching sessions to continuously improve performance.
- Conducted performance reviews for team members.
- Resolved customer complaints and issues promptly, which contributed to maintaining a positive brand image.
- Delegated work to staff, setting priorities and goals.

Postec | Knoxville, USA
VP FIELD SERVICES
02/2016 - 09/2021

- Managing and deploying Field Tech Services for Installs & Repairs including my direct and contract employees all over the United States
- Set and managed annual budget for field service and depot departments, overseeing payroll and all expenses
- Set and managed KPIs for Field Service to monitor & improve efficiency of Installs & Repairs
- Coordinated large-scale installation projects across multiple locations.
- Sold onsite and depot service maintenance plans, contributing to department revenue and profit growth
- Managed fleet vehicles for the company (including GPS monitoring)
- Resolving in-depth technical issues with customers

Postec Inc | Knoxville, USA

BRANCH MANAGER

12/2004 - 02/2016

- Managed Total Revenue, Profit, AR, and inventory for the Knoxville Branch Office
- Enhanced branch revenue by optimizing daily operations for increased efficiency.
- Forecasted annual sales for topline revenue and profit
- Built and maintained client relationships to meet financial service needs and foster branch loyalty.
- Recruited new employees for Sales and Service
- Resolved complex technical issues related to installations and field service.

Postec | Knoxville, USA

INSTALLATION AND SERVICE MANAGER

03/2002 - 12/2004

- Managed field installation and service operations for Nashville and Knoxville
- Monitored employee performance and implemented strategies through onsite visits and training for technicians and installers
- Managed daily operations of service department to ensure customer satisfaction.
- Developed and implemented service policies to streamline processes and improve efficiency.

Postec | Roswell, USA

FIELD ENGINEER

05/1999 - 03/2002

- Managed escalated service issues for clients in greater Atlanta Area
- Developed POS database solutions and conducted customer training sessions
- Educated new technicians on company protocols and procedures

Vanstar & Inacom | Marietta, USA

FIELD SERVICE TECH & TRAINER

07/1998 - 05/1999

- Acted as Senior Field Service Technician, repairing and maintaining Micros POS products for optimal performance and customer satisfaction.
- Traveled to branches to assist and train Field Technicians on Micros products, enhancing team skills and service quality
- Installed and configured hardware and software for various client systems.
- Conducted routine maintenance to ensure optimal performance of equipment.
- Troubleshoot technical issues and provided effective solutions on-site.

Radiant | Alpharetta, USA

IT SOFTWARE SUPPORT TECHNICIAN

07/1997 - 07/1998

- Provided software support to customers via phone, addressing inquiries and troubleshooting issues to enhance user experience
- Resolved database and report balancing issues on C-Store & Gas Station Software for customer sites, ensuring operational continuity
- Collaborated with onsite technicians to diagnose and fix hardware and software issues, facilitating timely resolutions

Postec Inc. | Marietta, USA

FIELD SERVICE TECHNICIAN

11/1993 - 07/1997

- Performed onsite installation and repairs of POS systems, including Micros and NCR, ensuring operational efficiency for retail clients.
- Installed and maintained equipment at customer locations.
- Diagnosed technical issues in various systems.
- Provided on-site training for client staff on equipment use.

Education

North Metro Technical College | Acworth, GA

Electronics Technology

Pellissippi State Community College | Knoxville, TN

Associate of Applied Science in Cyber Defense