

# Francis Lacroix

256, rue Villeneuve, St-Eustache, QC, J7P 2E9

Cellular: 514-717-6405

Flacroix72@gmail.com

All my work experience acquired in the past and present has helped me discover the satisfaction of a job well done. Having a lot of experience in customer service, my objectives are to develop a good working relationship with every customer. The main goal of that purpose is the customer complete satisfaction.

## ABILITIES AND STRENGTHS

- Ability to set priorities.
- Well organized.
- Ability to follow established company policies.
- Ability to take on new tasks.
- Ability to work independently.
- Ability to embrace change.
- Ability to handle new situations.
- Excellent communicator.
- Ability to get point across clearly.
- Leadership: - level headed.
- Excellent team player.

## COMPUTER SKILLS

- Environment: Windows, Mac and MsDOS (IBM).
- Maintenance software: Service FX, Ogasys, BPCS and SAP.
- Microsoft office suite; Word, Excel, Power Point and Outlook.
- Accounting: Advantage, Fortune 1000 and some in house systems.

## WORK EXPERIENCE

### **Mechanical workshops work planner / 2020-**

Équipements DRL Inc. (For Roxboro, Bauval, Preco-MSE, etc. divisions) / Vaudreuil-Dorion

- Participate jointly with the foremen in the development of the monthly and weekly schedule of the maintenance and corrective work to be carried out on light & heavy-duty vehicles, on construction & drilling machineries and/or any other specialized equipment;
- Ensure a close follow-up of all the SAAQ vehicles inspections;
- Assist the foremen in the prioritization of the backlogged work orders;
- Work in close collaboration with the internal parts department for the reservation of the maintenance, corrective and repair parts;
- Work in close collaboration with the fleet managers to provide them with all the relevant information regarding any equipment;
- Act as a technical reference for the entire mechanical workshop;
- Act as a super user for the maintenance software (MIR) in the entire Equipment DRL group;
- Analyse work requests and define, in collaboration with the foremen, the priorities for preventive and corrective maintenance work, ensure the monitoring, the coordination and the performance measurement;
- Provide the foremen with the performance indicators that have been established by the management team;
- Replace the superintendent and foremen in their function as needed;
- Receive different types of requests related to maintenance, improvement and modification on mobile and stationary equipment;
- Plan and coordinate the health and safety (OHS) activities with the foremen.
- The team is made of 32 service mechanics and 4 foremen working on 2 different shifts. (Day & evening);
- I've started this new position on the second week of December 2020.

## **WORK EXPERIENCE CONT.'S**

### **Service planner PTS division / 2020 to 2020**

Atlas Copco Power Technique Canada / Varennes

- Receive, handle customer calls, identify service needs and/or problems and take appropriate actions;
- Open work orders and make other necessary administrative arrangements to enable service technicians to execute service, repair or maintenance jobs;
- To plan and deploy the service, repair and maintenance work together with the Service Center Manager;
- Select service technicians per qualifications and dispatch work orders accordingly;
- Set up orientations, drug testing, gate passes and orientations for service technicians;
- Notify service technicians of any information needed;
- Handling all warranty requests (Including claims with the Head-Office in Belgium and/or any supplier);
- Prepare required parts, make sure they are being ordered and shipped at the required date;
- Source parts for non-Atlas Copco machinery when required;
- Issue purchase orders for parts and/or services outside of Atlas Copco;
- Control/watch costing of service jobs;
- Receive and handle professionally customer complaints;
- Responsible for the timely, accurate and systematic filing of all required paperwork or documentation;
- From February 2020 to October 2020.

### **Bilingual customer service representative PTS division / 2019 to 2020**

Atlas Copco Power Technique Canada / Varennes

- Receive and manage customer calls and e-mails;
- Help customers find references in parts books, online databases and ensure they are exposed to the full range of products;
- Recognize and respond to customer needs, identify opportunities to promote and provide advice on products and services;
- Prepare RFQ's and quotations for the requested parts;
- Proactively follow up with customers for RFQ's, quotes and pending parts requests;
- Process orders from customers, service technicians and sales representatives;
- Assign the inventory, enter the order information, print the slips for the shipping department;
- Tracking of outstanding orders;
- Handling all warranty requests (Including claims with the Head-Office in Belgium and/or any supplier);
- Treat and solve customer problems with courtesy and professionalism;
- This was a temporary 1-year maternity replacement job;
- From March 2019 to February 2020.

### **Service planner CTS division / 2016 to 2019**

Atlas Copco Compressors Canada / Edmonton & Ville Saint-Laurent

- Receive, handle customer calls, identify service needs and/or problems and take appropriate actions;
- Open work orders and make other necessary administrative arrangements to enable service technicians to execute service, repair or maintenance jobs;
- To plan and deploy the service, repair and maintenance work together with the Service Operations Manager;
- Select service technicians per qualifications and dispatch work orders accordingly;
- Set up orientations, drug testing, gate passes and orientations for service technicians;
- Notify service technicians of any information needed;
- Handling all warranty requests (Including claims with the Head-Office in Belgium and/or any supplier);
- Prepare required parts, make sure they are being ordered and shipped at the required date;
- Source parts for non-Atlas Copco machinery when required;
- Issue purchase orders for parts and/or services outside of Atlas Copco;
- Control/watch costing of service jobs;
- Receive and handle professionally customer complaints;
- Responsible for the timely, accurate and systematic filing of all required paperwork or documentations.
- For 2 years In Alberta from February 2016 to April 2018, and in Quebec from May 2018 to March 2019.

## **WORK EXPERIENCE CONT.'S**

### **Inside sales representative CTS division / 2012 to 2016**

Atlas Copco Compressors Canada / D.D.O.

- Generate quotes for preventive maintenances, recommended repairs and for sales equipment start-ups;
- Send the total final cost to the customers for service jobs;
- Send the reminders for service plan renewals;
- Modified existing services plans for them to reflect the actual running hours of customer compressors;
- Built new services plans for comparison with pass due ones;
- Support for western Canada technical sales representative team (5 reps in MB, SK, AB & BC);
- Replacing those TSR from the Head Office will away for holiday, vacation and vacant territories;
- Act proactively to create opportunities for new business with existing customers;
- Ensure that all customer inquiries are respond quickly and efficiently;
- From July 2012 to February 2016.

### **Inside sales representative & Service department administrator / 2007 to 2012**

Distribution Industrielle DMC / Laval

- Produce quotes, sales, as well as purchase orders for all industrial products required;
- Responsible for the service department (Pneumatic, electric, electronic & hydraulic tools);
- Handling all warranty requests (Including claims with OEM and/or supplier);
- Accounting related to the sales and the services departments.

### **Field service technician, service assistant-manager & service manager / 2001 - 2007**

Servident or Ash Temple / Ville St-Laurent

- Manage departments personal (14x) and dispatched work to the service technicians;
- Responsible for the parts and the service departments;
- Responsible for all the service contracts;
- Responsible for all the incoming calls for the parts and the service departments;
- Accounting related to Service and Parts Departments;
- Technical support to market place related to service requests;
- Handling all warranty requests (Including claims with OEM and/or supplier);
- Repair, maintenance and install of dental equipment's;
- Field technician from 2001 to 2003, assistant-manager from 2003 to 2005 and service manager from 2005 to 2007.

### **Lead man for shipping-receiving dept. / Re-slit machine operator / 1990 - 2000**

M & R Plastiques Inc. / Laval

- Manage warehouse personal (6x) and preparation of all shipping documents;
- Fork lift operator and trainer;
- Preparation and verification of orders;
- Production of plastic sheets and/or rolls on a slitter machine;
- Re-slit operator from 1990 to 1995 and Lead man shipping from 1995 to 2000.

## **EDUCATION**

- **Professional School diploma** – Technical Course - Field Technician (Mech. & Elect.)  
From L'Émergence Professional School - Deux-Montagnes, QC / **2001**
  - First Aid training;
  - Fork lift training;
  - **W.H.M.I.S.** (Dangerous materials identification system training)
  - Training and implementation of ISO 9002

## **LANGUAGES**

- Bilingual: Well versed in both spoken and written: - French and English

**\*References supplied on demand.**