

Justin Lockwood

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Summary

Professional support specialist with over 5 years of experience in troubleshooting and problem-solving with skills in Maximo and customer service.

Skills

SQL, Excel, Maximo, HTML, Teamwork, Customer Service, Windows OS, Problem-solving, Troubleshooting

Certificates

Google Data Analytics - Coursera - June 2022, Responsive Web Design - freecodeCamp - September 2021

Experience

JLL | Lansing, MI

Maintenance Technician / Maximo | 03/2016 – Present

- Provide excellent customer service; maintaining facilities and grounds and ensuring all facilities operate at 100%
- Attend and participate in training classes for computer skills, rigging, welding, and hydraulics to remain equipped to do the job well
- Successfully consolidated 740 individual PMs into 18 route PMs: improving workflow efficiency and productivity, and shortening the time taken by 30%
- Use IBM Maximo; print and close work orders, and create assets, job plans, and PMs; making any revisions necessary, and designing maps to help identify asset locations

Eurest Services | Lansing, MI

Industrial Cleaner | 05/2014 – 03/2016

- Assisted in training of new hires; instructing them on how to use different types of equipment, on cleaning processes, and on company policies
- Worked in a commercial setting; handling housekeeping services in four buildings, and making sure each was cleaned according to company standards
- Acted quickly in stressful situations; providing immediate cleanup to various incidents and spills, including biohazard and chemical spills, to make sure the environment was safe and ready for use

Drayton Group | Lansing, MI

Industrial Cleaner | 05/2010 – 05/2014

- Performed industrial cleaning services for four buildings.
- Performed biohazard cleanup duties, ensuring a safe work environment and compliance with safety policies
- Participated in training on how to use various types of machinery and equipment, along with basic maintenance of equipment, to be able to efficiently clean the facilities

Hungry Howie's | Williamston, MI

Driver | 08/2008 - 11/2009

- Supported store manager, assisting with opening and closing store, and monitoring cash.
- Used GPS and order tracking system to stay on top of deliveries and make sure orders went to the correct customers
- Monitored and answered phones; created tickets for customer orders, and checked orders to make sure they were correct and complete