

ADNAN GROZDANIC

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Summary

Reliable Technician with undeniable troubleshooting, Visio, access database software customer service and analytics skills coupled with more than 5 years of experience. Effective in meeting safety compliance.

Sales Representative trained in all aspects of customer relations, contract preparation and route management. Organized, detail-oriented and resourceful. Seeking ground-floor position with growing company, as well a career change.

Skills

- Efficient
- MS Office proficient
- Documentation and recordkeeping
- Listening skills
- Outgoing and enthusiastic
- Negotiations
- Team player mentality
- Prospecting and networking skills
- English Fluent
- Croatian Language
- Serbian Language
- Bosnian Language

Experience

- 11/2015 - 04/2019
Serv-All Mechanical Services Ltd.
Edmonton, AB
Jr. BMS Technician / Electrician
 - Interpreted manuals and manufacturer instructions to effectively install and troubleshoot devices.
 - Performed diagnostics, troubleshooting and evaluations on BMS systems.
 - Managed quality control and maintained high customer satisfaction.
 - Work from complex and detailed manufacturing documentation and/or verbal/written instructions.
 - Deliver knowledge of design techniques, tools and principles involved in the production of precision technical plans, blueprints, drawings and models.
 - Use and comprehend functionality of Visio, Access database, Reliable controls software
 - Recommended corrective and preventative actions to boost product reliability.
 - Set up, configured and monitored safety equipment protecting technical personnel.
 - Installed and maintained control systems and other technical components to complete engineering designs.
 - Organized, scheduled and assigned production work.
- 09/2014 - 06/2015
Western Pacific Ent Ltd
Nisku, AB
Apprentice Electrician
 - Troubleshooted electrical/electronic control circuits.
 - Worked on projects, providing value to department, company and client base.
 - Reviewed and assessed electrical, mechanical and architectural diagrams and specifications.
 - Traced and diagnosed malfunctions with hand tools and test equipment such as multi-meters.
 - Identified and addressed hazards, defects and repair requirements through inspection of electrical equipment.
 - Consistently worked to code on all projects, utilizing drawings and manuals.
 - Installed safety systems, including emergency lighting, uninterruptible power systems and battery systems.

- Connected wires to circuit breakers and transformers.
- Interpreted schematics, blueprints, and diagrams to complete projects on time.

06/2013 - 09/2015

Black & McDonald Ltd
Edmonton, AB

Apprentice Electrician

- Worked on projects, providing value to department, company and client base.
- Adhered to specifications and codes in installation of electrical wiring, equipment and fixtures.
- Consistently worked to code on all projects, utilizing drawings and manuals.
- Tested and operated a variety of electrical components and systems.
- Installed safety systems, including emergency lighting, uninterruptible power systems and battery systems.
- Performed installation, maintenance and tests of electrical energy systems and components by safely using all equipment and tools.
- Measured and prepared supplies for electrical tasks.
- Resolved issues with existing systems and replaced malfunctioning parts.

05/2010 - 11/2015

Purolator
Edmonton, AB

Lead Sales Representative

- Used various techniques, including cold calling, prospecting and networking to land new customers and penetrate new markets.
- Maintained high level of professionalism and calmness with all personnel, even in high-stress situations.
- Delivered consistent follow up with customers after each sale by phone or email to answer any last minute questions.
- Assessed departmental operations to determine areas for customer service improvement and support.
- Improved profitability and pipeline with multiple marketing channels and sales strategies.
- Cultivated strong relationship with customers while fostering positive business image.
- Used Salesforce CRM software to generate and manage leads.
- Created and implemented store displays, promoting sales and growth.
- Implemented professional sales presentations to creatively communicate product quality and market comparisons.

Education and Training

2011

Edmonton, AB

High School Diploma

J. Percy Page High School

2019

Edmonton, AB

Journeyman Ticket in Electrician Program

NAIT

- Basic Training in PLC's.
- Training on motor's
- Training on electronic devices.

Activities and Honors

- NAIT Member, Alumni Association
- Grade 12 Honors

Certifications

CSTS-09

