MIKE W. ROPER

(647) 449-6867 • mroper@live.ca • ca.linkedin.com/in/mikewroper

ACCOMPLISHED ELECTRONIC SECURITY PROFESSIONAL

A customer-focused security professional with 20+ years of progressive expertise in the electronic security industry. Motivated to succeed with a positive 'can-do' attitude and a capacity to thrive in a continuously changing environment. Strong communicator able to leverage in-depth technical knowledge with a talent for building instant rapport and developing long-term client relationships while understanding each of their deferring needs. A proven track record for problem solving, performance, teamwork and known for delivering exceptional customer service. Broad experience and working knowledge at all levels of the business. Extremely confident in skills and abilities coupled with an enthusiasm to get the job done. Good instinct on how to prioritize work load and multitasking. Ability to handle stress and maintain professionalism under pressure!

VALUE OFFERED

- ✓ Customer Satisfaction & Retention
- ✓ Technical Diagnosis & Troubleshooting
- ✓ Excellent Problem solver
- ✓ Relationship building
- ✓ Highly organized
- ✓ Purchasing/Inventory
- ✓ Sales and Marketing Support
- ✓ Budgeting/Cost control
- ✓ Self starter/Self motivated

KEY STRENGTHS

Product Management – Partnered with multi disciplinary teams including Engineering, Marketing, Sales, Procurement and Installation during the entire product lifecycle from product development to product launch.

Client Relationship Management – Developed a reputation for delivering outstanding service to large national accounts and internal clients. Expert ability to satisfy client needs and troubleshoot systems with impressive skill.

Project Management – Extensive experience overseeing the design, implementation, testing and continued servicing of high-quality electronic products. Comprehensive skills diagnosing and analyzing challenging technical problems and finding rapid and effective solutions.

PROFESSIONAL EXPERIENCE

SERVICE & PURCHASING COORDINATOR

ABC Security Access Systems – Toronto ON   2019-PRESENT

- Primary customer contact, for receiving, entering into software, scheduling and updating of all electronic service orders. Generate product requisitions to support the requirements of the service orders.
- Design dispatch schedules and provide instruction to technicians. Ensure timelines and deadlines are adhered to and managed as efficiently as possible within our capacity.
- Oversee the workflow of service to ensure customer's expectations are being met. Liaise with all departments.
- Maintain ongoing client contact to update service task status and progress task development
- Manage self-generated and Account Manager requisitions for installation and service orders.
- Pick, organize, and distribute material to the technicians in accordance with the requisition in a timely fashion to ensure readiness for scheduled dates.
- Process purchase orders with vendors for warehouse stock replenishment.
- Monitor order reports to manage product replenishment in technicians vehicle.
- Create new part numbers/add new parts to system master when required. Update sales files as required.
- Act as technical advisor to Installation/Service Manager
- Process RMA documents and arrange for delivery of products to vendors.

INSTALLATION/SERVICE & TECHNICAL SUPPORT
Safetech Alarm Systems - **Toronto ON**   **2014 –2019**

- Supervise installation/service technicians, manage jobs
- Provides technical assistance and advice to end-users, field technicians and office staff
- Interface with customers to resolve installation system service concerns and questions
- Diagnose, troubleshoot systems. Use sound judgment to analyze problem in order to: (1) attempt hardware/software solution by phone, or (2) decide level of maintenance required to solve problem
- Test systems to ensure they work properly and all connections are established
- Interface and update Senior Management with job status and project issues
- Train end users on proper use of their security system
- Knowledge of IP/GSM communicators, card access, alarm panels i.e. DSC, Paradox, GE, Honeywell
- Test and evaluate new technology
- Prioritize and manage multiple open service tickets at one time
- Schedule appropriate technician, write up service ticket, determine and provide equipment to solve problem, cost the job, follow-up with technician after job completion, close job, invoice and follow-up with customer. .

PRODUCT MANAGER
Tyco Integrated Security / ADT Security Services - **Mississauga ON**   **1997 –2012**

- Directed a significant number of new product releases, product updates, optimization and customization efforts.
- Created technical documentation of all matters pertaining to the analysis, testing, launch, ULC listing and continuous performance monitoring of fire/intrusion systems and related security products.
- Oversaw all supplier and manufacturer activities including pricing, technical support and product compliance with government regulations.
- Supervised the Sales ordering process for all branches in Canada including management of the online product ordering system, configuration of kits/packages, detailed parts listings and pricing lists.
- Created technical updates/product releases and documents for distribution to internal Sales, Marketing, Service and Installation teams.
- Liaised with the Marketing department as the technical expert for all Canadian marketing and sales initiatives and content development.
- Championed special projects, build demos and provided technical and field support for all Sales/Installation and Service Teams.
- Worked closely with Engineering on product evaluation, installation, integration, reliability, signal testing and other technical issues related to product design and regulatory agency approval.
- Developed and fostered a strong partnership with Engineering, industry relations and IT to ensure continued compliance with ADT and other industry standards and requirements.
- Represented company's interests in Industry Standards Organizations and chaired ULC Committee.
- Provided direction to the president and senior executives on updated standards to assist with budget and strategic planning.

Key Accomplishments

- Conceptualized and collaborated with IT programmers, Sales, Finance and Operations to implement an automated Sales ordering process adopted by 100+ stakeholders in the US and Canada, resulting in increased efficiency, elimination of human error and significant savings.

- Winner of the *'Eagle Eye'* Award for discovering exceptional solutions at a major client site.
- Recipient of several *'Excellence in Action'* Awards from the President for top performance and teamwork.

SENIOR TECHNICIAN
ADT Security Services - **Mississauga ON**   1988–1997

- Established and managed National Repair and Support Centre, overseeing technical troubleshooting and training /mentoring Junior Technicians. Established budget and cost control.
- Provided technical and product support for Sales, Installation/Service teams across Canada.
- Tested, evaluated and provided reports on new equipment and technology while performing quality assurance initiatives and providing technical solutions on products relating to the security industry.
- Provided assistance to Product, Marketing and Supply/Procurement Managers while consistently being commended for exceptional internal/external customer service and high customer satisfaction rates.

Key Accomplishments

- Collaborated with the manufacturer to develop an improved security device for financial institute, resulting in a large decrease in false alarms.
- Created an RMA form for returned products, which greatly aided many departments, including Engineering, in creating improved products.

EDUCATION

UNIVERSITY OF TORONTO
Business Writing

CENTENNIAL COLLEGE
Ontario Management Development Program

CDI COLLEGE
Computer Maintenance & Repair

Additional Training:
- Team Building and Leadership - Sheridan College
- Digital Principles - Centennial College
- Advanced Digital Principles - Centennial College

OTHER

Software: Microsoft Office Suite (Word, Excel, Outlook, PowerPoint); Alarm7 Management System
Standards Development: ULC S301, ULC S302, ULC S304, ULC S561, ULC S316, ULC S319