

WESLEY GRANT

REGIONAL SERVICE MANAGER

CONTACT

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🏠 Memphis, TN

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SKILLS

- Service Operations
- Continuous Improvement
- Planned Maintenance Contracts
- Service Sales
- Fleet Maintenance
- Excel
- PowerPoint
- Microsoft Office Suite
- Team Building
- Leadership Skills

EDUCATION

Associate of Applied Science

05/2012

Southwest Tennessee
Community College
Memphis, TN

Industrial Maintenance
Technology

CERTIFICATES

OSHA 30-Hour General Industry

2019

OSHA Training Institute

SUMMARY

Regional service manager with 14 years in material handling service, overseeing 5 branches, 62 technicians and \$21M in annual service revenue across Tennessee, Mississippi and Arkansas. Grows planned maintenance contracts, prospects new fleet accounts, and drives continuous improvement in technician productivity and first-time fix rate.

EXPERIENCE

Regional Service Manager

04/2021 - Present

Mid-South Lift Equipment

Memphis, TN

Forklift and material handling dealer with 5 branches and a field service fleet of 48 vans.

- Lead 5 branch service managers and 62 technicians, growing regional service revenue from \$16M to **\$21M**.
- Sell planned maintenance contracts to 140 new fleet accounts since 2021, adding \$2.8M in recurring revenue.
- Drive continuous improvement on van stocking and dispatch, raising first-time fix rate from 71% to 84%.
- Present monthly branch results in PowerPoint and Excel to the general manager and ownership team.

Branch Service Manager

06/2016 - 03/2021

Delta Material Handling

Jackson, MS

Single-branch forklift dealer serving warehouses, plants and distribution centers.

- Managed a 15-technician branch with \$4.5M in service revenue and **1,200** lift trucks under contract.
- Cut average customer downtime from 26 to 14 hours by adding a second shift and a loaner fleet.
- Built team building and safety programs that kept the branch at zero lost-time injuries for 3 years.

Field Service Technician

05/2012 - 05/2016

Bluff City Forklift

Memphis, TN

Forklift service and rental company.

- Repaired electric and gas lift trucks at **80** customer sites, averaging 7 service calls a day.
- Earned top technician productivity in the branch for 2 straight years.
- Trained 6 new technicians on hydraulic and electrical diagnostics during ride-alongs.