

Michael Lukasavitz

Technical Support Supervisor/Retired

Contact

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Education

MSOE Physics and Math courses
Many Allen Bradley and Rockwell
technical courses

Key Skills

Customer Focus
Team Oriented
Communication

Objective

As a Technical Support Supervisor my role was to manage 14-38 local and global support engineers. Maintain metrics to measure engineers' performance. Conduct weekly team meetings to review recent customer issues to identify training opportunities. Perform by yearly employee reviews. Facilitate interviews for new hires.

Experience

2006-2021

Technical Support Supervisor • Rockwell Automation

2000-2006

Sr Tech Support Engineer • Rockwell Automation

Printing Business Project Manager • Rockwell Automation

Customer Focused

Our goal was to get the customer back up and running. Identify why they went down in the first place. Identify sales opportunities.

Team Oriented

Bridge gaps between staff to create a "One" department vs a department of individuals.

Communication

Conducted or participated in upper management readouts to understand business goals. Represent Support on product liability issues.

References

Available upon request.