

# BEAU ANDERSEN

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8123 Flaxton Lane, West Jordan, UT 84081

Ph: 8016997475

[bjandersen@wheelercat.com](mailto:bjandersen@wheelercat.com)

## Professional Summary

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Core competencies: Self-motivated, good communication and analytical skills. Handles tasks with accuracy and dedication. Ability to overcome diverse problems and find solutions. Considerate of other's needs and viewpoints.

## Strengths

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|-------------------|--------------|
| ● Problem Solving | ● Determined |
| ● Persistent      | ● Example    |
| ● Detail oriented | ● Excel      |
| ● Leadership      |              |

## Experience

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*Lube Service Department Manager*

*Wheeler Machinery Co.*

*June 2012-*

*Present*

- Develop rapport with customers to clearly understand their needs and concerns.
- Empower technicians to make safe and effective decisions that benefit the company and customer.
- Improve scheduling by implementing online scheduler to update technicians in the field.
- Supervise lube service trucks for fuel costs, mileage and alerts to maximize vehicle availability.
- Improve processes for closing and opening jobs to ensure timely billing and revenue tracking.
- Track expenses, revenue sales, GP and PAD for the department.

*Contract Manager*

*Feb 2012-June*

*2012*

*Wheeler Machinery Co.*

- Oversee the renewal, maintaining and origination of CSA contracts for Condition Monitoring and Lube Service departments.
- Increase market share in sales for Lube Service department.
- Monitor contract durations and profitability.

*Mining Condition Monitoring Analyst*

*Wheeler Machinery Co.*

*June 2012-May*

*2010*

- Monitoring mining customers machines health, maintenance, operational practices and component reliability through interpretation of data-sets, graphs and other remote access software.
- Providing recommendations based on data to prevent premature machine or component failure.
- Interpretation of SOS fluid samples and forecasting PCR (planned component replacement) dates.
- Identifying root causes of machine operational concerns and communicating those with customer.

### *Assistant Manager*

*Tunex of West Jordan*

*January 2005-May 2010*

- Write up vehicle repairs, vehicle repair pricing, clarify and sale repairs to customers.
- Translating for Spanish speaking customers.
- Completed training classes for vehicle repair and diagnosis including Hybrid vehicles.
- Pricing and ordering parts from suppliers, communication with customers through telephone, in person and email.

### *Supervisor*

*Magic Clean Car Wash*

*December 2002 -January 2005*

- Communicated with Spanish speaking employees on job responsibilities and quality of work.
- Translating for Spanish speaking customers.
- Address employee and customer concerns.
- Price and order parts from suppliers, communication with customers through telephone, in person and email.

### *Lube Technician*

*Tunex*

*March 1997 -January 2000*

- Performed oil changes and greasing of vehicles along with minor parts installation.
- Drove customers to their homes and picked up parts / tools for the shop
- Performed test drives before and after vehicle repairs.

## **References:**

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JD Finch, Security for the Church of Jesus Christ of Latter-Day Saints.  
(801)865-1244

Will VanderToolen, CAT Connect Department Manager, Wheeler Machinery Co.  
(801)243-7268

Pat Ditty, CSA Coordinator, Wheeler Machinery Co.  
(801)792-0591

## **Education / Highlights**

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*Caterpillar CPS- Green Belt Training. 2016*

*Condition Monitoring Boot Camp Training – Sponsored by Caterpillar, 2012.*

*University of Utah- BA, Spanish. 2012.*

*Salt Lake Community College- AS, General Studies. 2007.*

*Best in Customer Service Award 2009, Tunex International Inc.*

*LDS Mission to Honduras, San Pedro Sula, C.A. 2000 - 2002*

*V.I.C.A. member – 3<sup>rd</sup> place in Problem Solving at Regionals. 1997*

*Eagle Scout Rank. 1996.*