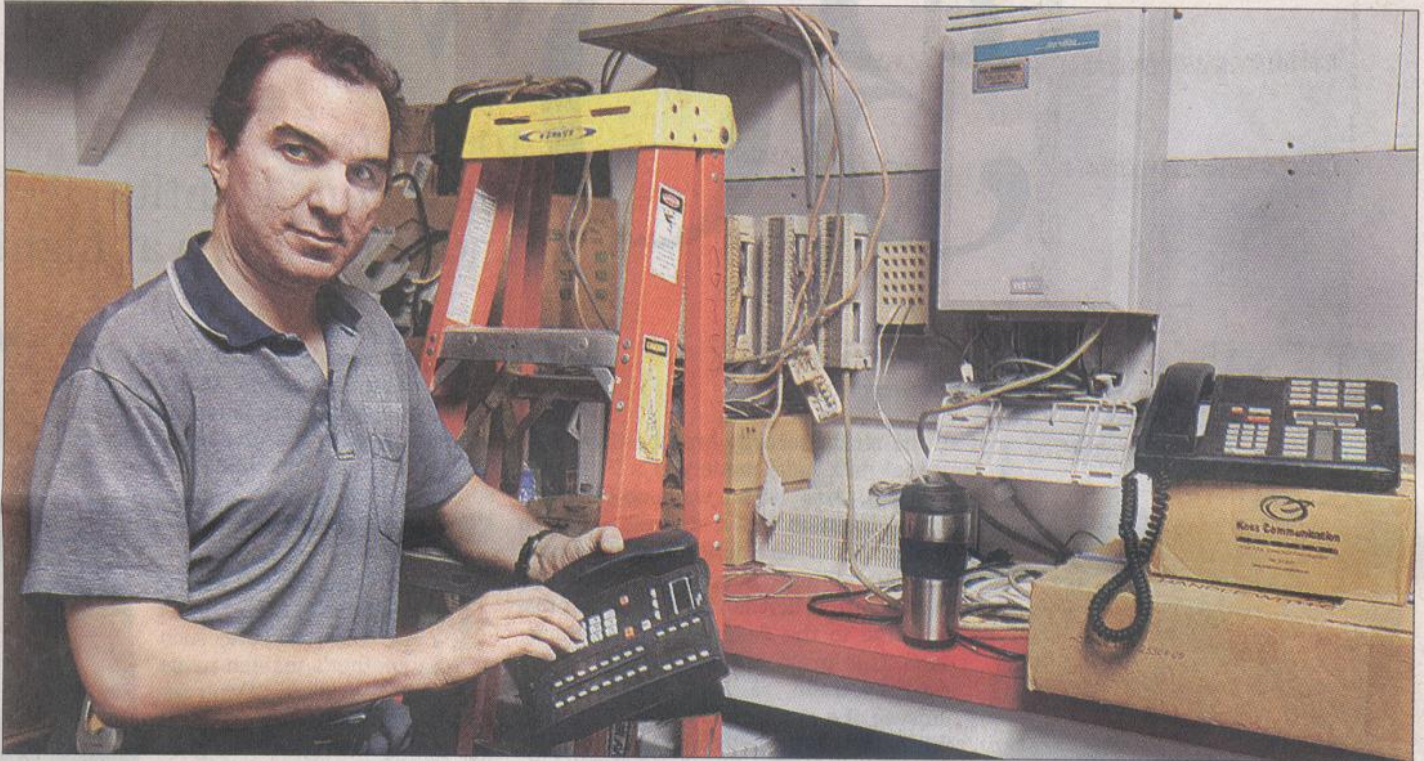


# MOVERS & SHAKERS

## ON THE JOB WITH...

Eric Chambers,  
senior technician, GTS Communications

The Plain Dealer  
Business Monday  
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C.H. PETE COPELAND | THE PLAIN DEALER

**Age:** 31

**Lives in:** Westlake

**Responsibilities:** He's responsible for installing, maintaining and troubleshooting phone systems specializing in Norstar, which is used by small to midsize businesses. He also trains customers how to use the phone systems. When he's not installing systems, he's servicing them. "Depending on the system, the process could take anywhere from a half a day to three days."

**Experience:** He's worked at GTS in North Olmsted for the last four years. Before that he worked in Alabama at Maverick Communications for less than two years, where he got his training. He worked at Avis in Alabama for a couple of years in customer service and loss prevention. Before that he worked in retail

sales. "I'm not cut out for retail sales."

**Education:** John McEachern High School graduate, in Powder Springs, Ga., 1992; attended University of the South in Sewanee, Tenn.; 1993

**Worst job experience:** Hurting his lower back while unloading trucks on third shift at a retail store 11 years ago. "My back still bothers me to this day. I wish I would have realized the severity of the injury at the time."

**Best job experience:** Turning an unhappy phone user into a satisfied customer. "I know that it sounds trite, but it's true . . . One customer used to leave their fourth-floor office every day to reboot their phone system in the basement with a paperclip."

**Best stress busters:** Venting with his wife or mother. "If that doesn't work, I play video games and let my problems take a back seat."

**Mentors:** Alan James, founder of Maverick Communications, in Birmingham, Ala. "I didn't know anything about phones other than picking one up to dial. I met him while working at Avis, and he taught me everything I know about telecommunications."

**Career goals:** He would like to become a project manager. "I'm ready to design and program phone system installations and let other technicians do the labor."

**Hobbies:** Reading, watching movies and playing video games.

## BEST ADVICE

*"Always be ready for opportunity. A life-changing moment can happen any time; you have to be ready."*