

OPERATIONS TECHNICIAN 1

Summary

Multi-faceted mechanical engineering student with background in ordnance and small arms handling . Strong technical proficiency with work history in a maintenance/ operations environment. In-depth knowledge of MS office software coupled with administrative and customer service related abilities. completely dedicated to efficiently completing tasks in an organized, timely manner.

Skills

- Experience in leadership
- Quantitative skills
- Improvement plan knowledge
- Ability to analyze reports
- Problem resolution
- Team player
- Organization
- Communication
- MS Office
- Working collaboratively
- Quality assurance controls
- Data evaluation
- Intuitive
- Multitasking capabilities
- Attention to detail

Experience

Operations Technician 1 | Company Name - City , State | 07/2020 - Current

- Tracked completion of objectives according to Quality control standards and work-related timelines.
- Maintained physical equipment functions to meet productivity goals according to internal and external compliance initiatives.
- Recorded compliance, maintenance, physical storage and safety considerations to assist organizational documentation for future stage planning.
- Identified operational and performance issues and worked with managers to resolve concerns.
- Recommended process and systems improvements such as changes to beverage production operations.
- Successfully produced and packaged over 300,000 cases of Gatorade In accordance with PepsiCo standards.
- Diagnosed and repaired mechanical issues according to industry standards.
- Performed general maintenance on machinery and equipment to prevent malfunctions.
- Diagnosed problems with mechanical equipment using advanced troubleshooting abilities.
- Maintained compliance with internal and regulatory safety standards, including OSHA.
- Carried out repair work on case-pack machinery, typically returning machines and tools to service within 30 minutes.
- Applied hazard prevention procedures according to regulatory mandates.
- Inspected equipment daily for preventive and emergency maintenance needs.

Sales Representative | Company Name - City , State | 03/2019 - 09/2019

- Gathered information from clients to create solutions that achieved business needs and desires.
- Increased profitability and revenue by generating \$2000 in sales.
- Networked with customers to increase referrals and boosted new client sales by 13%.
- Expanded client bases by offering exceptional customer service and telecommunication skills.
- Drove phone and cable sales through development of successful promotional strategies and product placement.
- Acquired new customers and identified unique needs to deliver relevant products.
- Brought motivation and energy to sales floor, creating positive and fun atmosphere.
- Met with store managers to discuss product needs, accomplish sales goals and facilitate sales growth.
- Fostered relationships with customers to expand customer base and enhance loyalty and retention.
- Cultivated impactful relationships with customers and drove business development by delivering product knowledge.
- Set up and activated customer accounts to maintain QA satisfaction levels.

Aviation Ordnanceman | Company Name - City , State | 06/2013 - 03/2018

- Monitored assets including vehicles, weapons, materials and equipment valued over \$60 million.
- Supervised operation of aviation ordnance shops, armories, and storage facilities.
- Performed routine testing on aircraft armament control systems in accordance with Naval maintenance and safety regulations.
- Serviced bombs, missiles and rockets and launched test devices.
- Mentored junior sailors to align performance with core naval values and encourage career development.
- Cleaned and prepared surfaces for painting, using air-powered sandblasting equipment.
- Lifted and loaded materials of up to 120 pounds into sand-blast machines for blasting preparation.
- Coordinated organizational and intermediate maintenance on guided missile launching systems.
- Prioritized and organized tasks to efficiently accomplish service goals.
- Contributed to development, planning and completion of project initiatives.
- Requisitioned, received, stored and documented unit equipment and supplies.
- Transported personnel from accident scenes to onboard triage in emergency elevators.
- Maximized team efficiency by using equipment such as pallet jacks and forklifts to move armament during on loading process.
- Used equipment such as loaders, hand trucks, forklifts and cranes safely.
- Contributed to profitability by training new employees on safe, efficient use of forklift equipment and through troubleshooting machines to

maintain optimal performance and limit overtime cost.

- Maintained complete and accurate records of all unclassified, classified and Top secret documentation.

Server | Company Name - City , State | 01/2020 - 07/2020

- Operated POS terminals to input orders, split bills and calculate totals.
- Answered phone inquiries to schedule and confirm reservations, record takeout orders and respond to service questions.
- Performed walked throughs during service to monitor guest satisfaction.
- Met or exceeded sales targets on consistent basis with proactive promotional strategies.
- Calculated charges, issued table checks and collected payments from customers.
- Completed thorough and accurate opening and closing duties to facilitate smooth restaurant operations.

Education and Training

Pebble Room High | 05/2013 High School Diploma

University Of Alabama At Huntsville | City , State Some College (No Degree)

Kennesaw State University | City Some College (No Degree)

Activities and Honors

- Awarded Junior Sailor of the Month for outstanding performance as an ordnanceman.
- Alumni of (CSADD) Coalition of Sailors Against Suicide.

Certifications

- Explosives and Ordnance handling, US Navy - [2013-2018.]
- Elevator maintenance technician Training certification- [2018]
- Licensed elevator operator - [2013-2018]
- CPR
- Basic onboard firefighting training