

Bruce Pilgrim

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SUMMARY OF QUALIFICATIONS

Military 12 years. Technician 12y. Instructor 4y. Supervisor 5y. Manager 6y. Customer Service 11 y. BA Finance. MH Humanities.

EDUCATION

Master of Humanities: Philosophy. University of Colorado at Denver

Bachelor of Science: Finance. University of Colorado at Boulder

EXPERIENCE

2017-2019 Operator, Lakeland Plastics

Mundelein, IL

- Set up, operated, shut down and secured multiple lines for plastic extrusion production lines.

2003-2015 First Class Petty Officer, US Navy

2011-2015 Instructor, Combat Systems A School, US NAVY

Great Lakes, IL

- Instructed **770** ascension-level sailors in basic electronic theory
- Advised **26** sailors and retirees in preparation of income tax returns.
- Provided facility security for entire base as a member of the security force.

2009-2011 Work Center Supervisor, CF02, USS Normandy (CG-60)

Norfolk, VA

- Led a seasoned team of four talented technicians in the identification and repair of over **150** equipment casualties.
- Personally assisted **23** sailors with financial counseling as Command Financial Specialist.
- Promoted career advancement with a **25%** increase in advancement rates.

2004-2009 AEGIS Technician, CF02, USS Cole (DDG-67)

Norfolk, VA

- Performed preventative and corrective maintenance of over **100** pieces of equipment in the AEGIS Computer/Display Suite and C&D Cooling System.
- Discovered and repaired multiple leaks in the cooling system that had been persisting for over 2 years. (
- Improved watch-standing and communication protocol for the Harpoon Weapon System, as recognized by the Secretary of the Navy.

2003-2004 US Navy 'A' School and 'C' School

Dahlgren, VA

2000-2002 Executive Customer Relations Manager, Qwest Wireless

Denver, CO

- Fielded troubleshooting and problem solving calls for corporate and other high value customers.

1995-1998 Restaurant General Manager, Pizza Hut Inc

Denver, CO

- Supervised all operations, incl. scheduling, forecasting, inventory, ordering, & hiring.
- Managed team of **4** supervisors and **24** employees.

1993-1995 Executive Customer Support Team, Mellon Mortgage Co

Denver, CO

- Fielded customer complaints and troubleshooting for high status customers.

1991-1993 Supervisor, First Denver Mortgage Co

Denver, CO

- Supervised collections and bankruptcies teams, performed account reconciliations for large clients such as Freddie Mac and Fannie Mae.

1990-1991 Management Trainee, FirstBank of Vail

Vail, CO

- Learned aspects of branch banking

VOLUNTEER

- Volunteered as Bystander Facilitator, raising awareness and reduction of sexual assault throughout the Naval Service for **160** sailors.