

# Jordan Heimer

## **Department Technician**

Rose Creek, MN 55970

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(507) 226-3789

Experienced and dedicated military veteran with 3 years of experience with the United States Marine Corps as a Data Network Technician seeking an employment opportunity.

Authorized to work in the US for any employer

## Work Experience

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### **Machining Department Technician**

Halcon Corporation - Stewartville, MN

March 2016 to July 2018

- Maintain and continue production according to customer and company requirements
- Manage employees for a variety of production needs.
- Operate a variety of CNC machines to continue product processes.
- Find solutions to manufacturing setbacks.
- Keep orders in an organized manner to maintain company proficiency.
- Communicate with other department technicians for manufacturing materials.
- Train and evaluate employees for manufacturing processes and assemblies.
- Contact human resources for manufacturing and department personnel.

### **Dock Worker**

Macys - Rochester, MN

September 2015 to April 2016

- Unload semi-trailers as needed and move product to consumer floor.
- Maintain a clean and safe work environment for loading docks.
- Package customer orders and get ready for shipment.

### **Data Network Technician**

United States Marine Corps - Marine Corps Base, Hawaii, US

November 2012 to July 2015

- Redesigned the account creation and modification from a month long process to a week long process increasing customer service expectations and team readiness.
- In charge of planning and organizing Information Systems Coordinator meetings to collaborate ways of increasing customer level services.
- Maintained ticketing queue for customer service and problems aboard Marine Corps Base Hawaii.
- Worked with a team of technicians in observing and maintaining network connectivity and end-user resolution on a day-to-day basis.

## Education

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### **Communication Support Specialist**

Marine Corps Air Ground Combat Center - Twentynine Palms, CA  
November 2013

### **High School Diploma**

Southland High School - Adams, MN  
May 2012

## Skills

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Active Directory, Carpentry, Manufacturing, Management, Machine Operator

## Military Service

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### **Branch: United States Marine Corps**

Rank: Corporal

## Additional Information

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- Knowledgeable
- Loyal & dependable
- Highly motivated & optimistic
- Persistent
- Leadership
- Reliable & punctual
- Time Management
- Communication & Listening
- Performs well under pressure
- Problem solver / innovator