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## SUMMARY OF QUALIFICATIONS

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Extensive client service skills. Strong analytical and planning skills. Productive and efficient work habits without supervision. Self-motivator with high energy. Flexible, resourceful and detail-oriented. Ability to work in a high-volume, face-paced environment. Superior organizational skills. High-level computer skills.

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## PROFESSIONAL EXPERIENCE

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Ability to design and successfully implement cost-savings and service-improving procedures.  
Skilled in system planning, preventive maintenance, budget management and designing standardized procedures and training programs.  
A solid background in sales, client services and computer/technical operations  
Additional supervisory and training experience

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## EMPLOYMENT HISTORY

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### **National Power Corp**

2009-Present

#### *Technical Document Coordinator*

- Create procedures, forms and instructions needed to inform and instruct staff
- Manage quality policy document system, production specifications, and UL sensitive documents
- Ensure that a quality system meets the ISO9001:2000 standards
- Generate specifications computer assisted drawings for prototype build of multiple battery packs
- Quality inspector of supplier goods, production equipment, and finished goods
- Create and implement cost and time saving Lean ideas for production

### **Sebis Direct**

2004-2009

#### *Lead Operator*

- Coordinate and facilitate the production flow of critical business documents and information for clients in industries such as healthcare, insurance and government agencies
- Manages a staff of 5 people at mail distribution center
- Utilize automated document facility methods and technologies to track and audit document package throughout the imaging, assembly and delivery process
- Operate Pitney Bowes and Bell & Howell machines to process job orders
- Facilitate relationship between various Sebis Direct distribution centers

### **United States Marine Corps**

2000-2004

#### *Motor Transportation*

- Responsible for the transport of marines and supplies at various locations
  - Supervised and managed more than 20 marines in motor pool operations
  - Instructed Marines on first echelon maintenance of Humvee and 5-ton vehicles
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## EDUCATION

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### **Health Care Administration**

*University of Phoenix*

Anticipated Graduation Date: 7/2013

In progress