

Cody Impson

Top Secret/ SCI – Clearance

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Summary: Technical Program Manager with 12+ years of honorable military leadership, in classified IT and critical facility operations work environments, with a history of professional success demonstrated daily through effective communication and concise decision-making skills with stakeholders and leaders about operational programs and objectives.

TECHNICAL EXPERIENCE

Attending Microsoft Software & Systems Academy which is an 18-week technical academy developed by Microsoft, designed to streamline the knowledge and skills necessary to support the growing needs of the IT industry. The program leverages college accredited courses and the goal of preparing transitioning service members for technical opportunities at Microsoft and their enterprise partners.

- Developed multiple projects through virtual machines, deploying containers, network configurations and policies using Windows Server 2016, Azure, and various other Microsoft Office products and Software.

PROFESSIONAL EXPERIENCE

Technical Director

Oceanside, Ca. | Mar 2019 – Aug 2020

Directed 85+ colleagues, 9 engineers and 15 technicians daily and managed \$500K+ of classified electronics, while planning, instructing, and conducting 1K+ hours of preparation training for global operations supporting 30K cross-functional users.

- Established and instructed technical training on O365 Suite, Adobe and Windows OS for department of 100+ employees. As a result, operational reporting mishaps dropped significantly, increasing workplace efficiency.
- Achieved 100% project readiness within a year ahead of deadline through operational planning and project management to execute over 1K hours of mentorship, development, and evaluation training resulting in the development of 100+ page company tactics techniques and procedures document.
- Directly responsible for the training and oversight of data center operations staff, ensuring all activities were both safe and properly planned prior to approval/execution. While serving as Director, there were zero OSHA reportable safety incidents or service outages in the facility.
- Simplified staff management and promulgated standard operating procedure guidelines organizationally via SharePoint by preparing and reviewing recommendations when onboarding teams, reducing 5+ hours per individual and increasing accountability of personnel by 100% to remain compliant with operational audit purposes.

Master Instructor

San Clemente, Ca. | Mar 2016 – Mar 2019

Managed 9+ supervisors and 2+ medical personnel instructing and training 600+ individuals in 2K+ hours monthly while maintaining 100% material readiness and accountability of \$1M+ of quintessential equipment within critical facility operation center while developing and mentoring supervisors and students monthly.

- Conducted joint research with San Diego State University and Navy SEALs on Business Operations and applied findings to increase the productivity of my department by 25%.
- Developed the department's emergency action plan with the assistance of local authorities and conducted weekly table-top exercises to ensure emergency response was swift and well understood, resulting in 2 real world perfectly executed and timed responses saving the life of 1 individual.
- Established daily cycle of maintenance operations for safety, efficiency, and technical accuracy of equipment and facility by ensuring supervisors were on site for 24/7 coverage and understood maintenance guidelines of facilities operations decreasing after hour mishaps, resulting in less operational risks during training events and increased productivity during classroom instruction.
- Leveraged O365 suite to design and deploy productivity tools to adopt across the department, increasing workplace efficiency of routine tasks by 20%.

Technical Program Manager

Oceanside, CA. | Feb 2011 – Mar 2016

Managed 75+ associates and 14 technicians daily as well as \$1M+ of classified electronics and weapons while planning, instructing and conducting over 1K hours of detail-oriented training in preparation for global operations supporting 30K cross-

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functional users, achieving 100% readiness requirements resulting in 100% mission success by collaborating, formulating and presenting 25+ management briefs for review and approval.

- Established and enhanced strong working relationships with foreign officials through interim operations with US government agencies and live facilitation of data center classroom instruction.
- Supervised the execution of over 500 HRAs with zero OSHA reportable incidents over 5 years and worked to establish new safety regulations within the department. Reviewed and approved mathematical calculations for explosive equipment, exercising technical proficiency and attention to detail.
- Directly responsible for the international logistics and accountability of \$1M worth of classified technical equipment. Reported zero losses despite having assets in 10 continents, transported via air, land, and sea cargo.
- Researched logistical deployment requirements, identified deficiencies, and conducted cost and comparison charts to save money resulting in the acquisition of \$200K+ of unbudgeted products.

Supervisor

Okinawa, Japan | Jan 2008 – Feb 2011

Supervised 15+ staff and 13 technicians daily and managed \$1M+ of classified electronics and weapons while planning and conducting 1K+ hours of training in preparation for global operations supporting 30K cross-functional users.

- Forecasted required project demands 1+ year ahead and executed customer relations with external agencies and stakeholders drafting and monitoring 5+ training packages which yielded acquired training opportunities and 100% readiness of staff.
- Conducted research and development, scheduled maintenance operations cycles, and calculated \$1M of equipment's lifecycle cost resulting in not only saving \$150K of managed inventory but allowed the company to purchase \$150K of needed equipment impacting mission success.
- Leveraged Microsoft applications to maintain accountability of an inventory of over \$1M of tactical electronic equipment, through 3 major projects across 10 countries.

PROJECT

Microsoft Software & Systems Academy (MSSA)

- Volunteering 5+ hours weekly with Computers 2 Kids San Diego (C2K) disassembling/ reassembling laptops, conducting software testing, and overseeing volunteer training in order to provide affordable technology resources for children and their families in order to improve their education.

EDUCATION

Embry-Riddle Aeronautical University

Oceanside, Ca. | Aug 2020 – Present

- BS in Technical Management, Server and Cloud Administration (In Progress)

PROFESSIONAL DEVELOPMENT

Microsoft Certified: Networking Fundamentals

Microsoft Certified: Azure Administrator Associate (Dec 2020)

Microsoft Certified: Azure Fundamentals (Dec 2020)

PMI Project Management Professional Certificate (Dec 2020)

Analytical Solutions Effective Communications Course

Attained Basic | Senior | Master Instructor Certifications

U.S. Marine Basic Reconnaissance Course Advance Training Battalion (Graduated in top 10%)

U.S. Marine Staff Resident Career Course (Graduated in top 10% / Nominated as class top Marine)

U.S. Marine Basic Instructor Course (Graduated in top 10%)

VOLUNTEERISM & AWARDS

Awarded "Nice guy" award for outstanding volunteer service through Girl Scouts of America

Volunteered 5000+ hours while serving in the Marine Corps with organizations such as North Coast Church, Girl Scouts of America, and various others offered through the Marine Corps Chaplain

Awarded Humanitarian Aid Award for volunteering with disaster relief in Japan

Awarded Force Recon Team Leader of the year award for Superior leadership (1 Marine selected a year)