

ZEEK J. GRANSTON
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PROFESSIONAL SUMMARY

Military Veteran with a Secret Security Clearance and 7+ years of proven experience in the United States **Navy**. Accomplished measurable results while leading teams of personnel in a dynamic, fast - paced environment. Possess a comprehensive background in operations management, customer service, and process improvement derived from conducting domestic and global operations. Possess extensive knowledge in team leadership, risk mitigation, and inter-personal communication. Recipient of multiple awards for outstanding performance and professionalism including the Navy and Marine Corps Achievement Medal. Areas of expertise include:

- Project Management
- Team Leadership
- Helpdesk support
- Troubleshooting
- Customer Support
- Cloud configuration
- Hardware Maintenance
- IT systems configuration
- Security Data Analysis

PROFESSIONAL EXPERIENCE

Hawaii Pacific University – Honolulu, HI

Technician Analyst Assistant

2019 – Present

- Monitored and troubleshooted IT equipment for Hawaii Pacific University providing technical assistance for over 5000 students and college professors.
- Proficient in TDX ticketing system providing online, phone or in person assistance to users, including password resets, step by step troubleshooting, following up with customers to ensure full problem resolution and documentation of knowledge based articles.
- Maintained, troubleshooted peripheral devices including printers and media displays, audio equipment set up
- Re-imaged PC and Mac workstations and performed system updates.
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DKI Asia Pacific Center – Honolulu, HI

Team Leader

2016 – 2019

- Managed the procurement of 207 mission critical purchase requests and service contracts valued at \$2M; contributed to the success of multiple senior level courses, workshops, and alumni events
- Coordinated the movement and hospitality of the training team and maintained records resulting in stored data during system down time
- Supervised and executed the recycling of 5K pounds of office furniture, supplies, and information technology equipment valued at \$2.1M for reutilization
- Served as hazardous material coordinator by assisting the issuance and receipt of hazardous material from 43 work centers and 2.3K line items with 100% accuracy
- Served as government purchase card holder by procuring supply and contract values at over \$67K

USS Monterey (CG61) Logistics Specialist – Norfolk, VA

2014 – 2016

- Oversaw 120+ purchases which ensured the rigorous regulations of credit cards were met along with shipboard requirements.
- Managed and prepared shipboard Hazardous Materials (HAZMAT) program and storeroom in preparation for supply management inspection resulting in a 97% passing grade, earning Navy & Marine Corps achievement medal.
- Supported wall-to-wall inventory of 3 storerooms with over 15K line items worth over \$6.5M in preparation for major certification event.
- Key player in streamlining storeroom issue process to within 1 day of turnaround time improving the supply

effectiveness and customer satisfaction.

EDUCATION & CERTIFICATIONS

Bachelor of Science, Computer Science.
Hawaii Pacific University Anticipated graduation date May 2021
AWS Cloud Practitioner Certification
CompTIA ITF+ Certification
Leadership and Management Development Course

AWARDS

Joint Service Meritorious Medal
Navy and Marine Corps Achievement Medal (3x)

TECHNICAL SKILLS

Windows troubleshooting and configuration
Microsoft Office, SharePoint, Java Proficient
Hardware troubleshooting
Operating Systems: Mac / Microsoft Windows