**Dominic Hliza**

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**Experience**

Les Schwab - Brake and Alignment Technician 40 hours/week

Kent, WA (April 2017 - Present)

* Performing all assigned duties without need of supervision
* Working directly with a variety of customers providing information and education related to services
* Installation and maintenance of tires and wheels; repairing, rotating, and inflating tires
* Attaching and rebalancing wheels, installing, rebuilding, relearning and calibrating TPMS
* Test driving vehicles and operating service vehicles to perform offsite and emergency road services following safety guidelines
* Diagnosing and repairing brakes, alignment and suspension related faults

Dish - Satellite Technician 40 hours/week

Kent, WA (April 2015-April 2017)

* Independent work to install, troubleshoot, upgrade Internet Broadband and TV Dish service
* Kept careful inventory of parts, tools, equipment and was responsible to drive company van
* Worked safely at various heights using ladders, to install mounts and satellite dishes on roofs or sides of buildings
* Interacted with customers demonstrating excellent customer service
* Used signal meter and multimeter to install or troubleshoot a customer’s cable system and adapt accordingly to ensure service is fully operational
* Identify Smart Home Service opportunities and offer solutions to enhance customer TV viewing experience
* Achieved Level 3, highest for Dish Satellite Installation

Full-Time Caregiver 40 hours/week

Auburn, WA (January 2014-April 2015)

* Assisted family member in becoming independent by helping with everyday activities
* Drove family member to appointments and shopping
* Helped develop strength to walk and improve motor skills independently
* Reliable to give medication and meal preparation for ill family member
* Interacted with medical staff, nurses, doctors to follow plan at home in achieving health progress

Twin Lakes Homeowners Association - Lead Security Officer 40 hours/week

Federal Way, WA (January 2012-January 2014)

* Created documents and prepared reports using Excel and Word to present to community board in weekly meetings
* Actively kept housing development secured and escorted trespassers as well as trouble makers from the Homeowners Area following safety rules and standards
* Planned and participated in various events scheduled for the Homeowners recreation
* Verified homeowners kept a presentable property through observation and customer care reminders
* Managed the usage of funding sent to Security department through account keeping
* Trained new employees on the job duties

**Education**

* Highline Community College AAS Network Security Engineer (2019 - Present) 2400 S 240th St, Des Moines, WA 98198
* Highline Community College AA degree (2008 - 2010)
* Todd Beamer High School (2006 - 2010) 35999 16th Ave S, Federal Way, WA 98003

**Extracurricular**

* JROTC (2006 - 2010)
* Swim and Dive (2006 - 2010)
* Kitty Hawk Club (JROTC Honors 2008 - 2010)
* Rocketry Club (2006 - 2010)
* JROTC Drill and Ceremony (2006 - 2010)

**Misc. Training**

* Advanced Technical Dish Satellite Training
* TV Installation Training

**Skills**

* Very flexible with scheduling and the ability to respond outside regular working hours, weekends, evenings , night shift
* Teamwork player, dependable working well with others or independent
* Able to work in strenuous work environments, lifting, climbing, inclement weather
* Adapting well to new environments and able to find solutions to complex situations
* Software and hardware experience including repairing, utilizing and upgrading MSOffice, Windows
* Able to install, troubleshoot data and voice communications equipment, modems, beginner Cisco routers, in home broadband gateways, associated data CAT 5 and coaxial cabling
* Exceptional communicator and listener who can convey information both verbally and in writing
* Currently enrolled in degree taking courses for certification in IT fundamentals and A+