

Ryan Edward McConnell

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APT C

Ridgecrest, CA 93555 United States

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Work Experience:**MWR**

Bld 00017, Blandy Ave, Ridgecrest, CA 93555

Ridgecrest, CA 93555 United States

08/2020 - Present

Salary: 16.80 USD Bi-weekly

Hours per week: 35

Recreational Assistant (NF-2)**Duties, Accomplishments and Related Skills:**

- Responsible as the direct point-of-contact for the security and operational readiness of the facility during periods where the active supervisor is away.
 - Direct point-of-contact for resolving issues or concerns from the front desk staff.
 - Screens and refers phone calls for the acting supervisor and general facility daily.
 - Assists with updating employee scheduling, searching file systems, and entering timesheets using database programs such as KRONOS.
 - Developed multiple facility events such as the Laser Tag Tournament and China Lake Esports Program by creating a Standards and Procedures document that was followed by the team.
 - Briefly familiar with handling ongoing and outgoing mail for the facility.
 - Assists with writing purchase request forms for receiving new assets.
 - Actively updates a live inventory of the facilities' video games, movies, food, and other various assets.
 - Assisted with various marketing projects involving outreach using official social media sources.
 - Certified as a Fire Warden for the building, responsible for monitoring, maintaining, and scheduling repairs on the fire extinguishers in the facility.
- Supervisor:** Cynthia Mikiel (760-939-4386)
- Okay to contact this Supervisor:** Yes

MWR

Bld 00017, Blandy Ave, Ridgecrest, CA 93555

Ridgecrest, CA 93555 United States

09/2016 - 08/2020

Salary: 12.00 USD Bi-weekly

Hours per week: 25

Recreational Aid (NF-1)**Duties, Accomplishments and Related Skills:**

- Provided fast and friendly customer service to both DoD and Active Duty members on a daily basis.

- Monitored the center by ensuring the facility was open and closed on the scheduled times daily, and that the proper security and safety procedures were being followed.
- Assisted with completing and filing various paperwork using programs such as Microsoft Excel to complete utilization, check-in/out sheets, and daily activity reports.
- Actively promoted the mission of the MWR Liberty program by displaying and distributing promotional material for upcoming events and trips.
- Strong experience working with selling various tickets using programs such as RecTrac, TMS, and other third-party sellers.
- Actively assisted other departments with programs such as Hall Memorial Lanes for Extreme Bowling, the Fitness Center for general coverage, and Community Recreation for holiday events such as Trunk-or-Treat and Winter Wonderland.

Supervisor: Cynthia Mikiel (760-939-4386)

Okay to contact this Supervisor: Yes

K-Mart

910 N China Lake Blvd
Ridgecrest, CA 93555 United States

10/2015 - 12/2015

Hours per week: 30

Cashier

Duties, Accomplishments and Related Skills:

- Maintained a clean and orderly checkout area.
 - Answered customer questions and provided information on policies and procedures.
 - Responsible for exchanges and refunds while managing a cash drawer.
 - Responded to customer complaints and took necessary action to resolve their issues.
 - Performed the duties of a customer service representative.
 - Built positive relationships with other staff members and assisted them with various tasks.
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Education:

Cerro Coso Community College Ridgecrest, CA United States
Associate's degree 5 /2021

Major: Information Technology AS

Burroughs High School Ridgecrest, CA United States
High school diploma or equivalent 5 /2016

Major: General Ed

Relevant Coursework, Licenses and Certifications:

Obtained by High School Diploma at Burroughs High School in 2016.

Job Related Training:

Fire Warden Initial Training (Completed 07/2020)

American Red Cross - (Adult) First-Aid CPR (Completed 05/2021)

Payment Card Industry - Data Security Standard Training (Completed 08/2018)

References:

Name	Employer	Title	Phone	Email
Brandy Claire (*)	MWR	Hall Memorial Lanes Manager	760-939-3471	brandy.clair@mwrsd.com
Justin Dampier	City of Ridgecrest	R.P.D. Captain	760-384-8231	jdampier@ridgecrest-ca.gov

(*) Indicates professional reference