

DILLON P. COLEMAN

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Dear Hiring Professional:

Please consider this letter of introduction as an expression of my interest in exploring and identifying career opportunities with your company. My résumé is enclosed for your perusal and review.

As my résumé reflects, I am currently pursuing a degree in Computer Systems Engineering at Arizona State University. Before Covid-19 in 2020, I was working for Consumer Cellular, a company that provides retired individuals with affordable cellphone service without abandoning excellent customer service. While at Consumer Cellular, I was promoted three times within due to outstanding performance and customer service. As a Diesel Mechanic in the United States Army I performed a multitude of mechanical operations as well performed as armed security, conducted personnel management and training, equipment management and training, trained combat life saver, trained in de-escalation techniques, and met sales/maintenance quotas. I have also worked in the home and industrial carpentry industries as a Contract Carpenter. My duties included working independently, maintaining a positive relationship between suppliers and customers, and producing results the contractor favored. I possess excellent time management, organizational, and customer service skills, skills I employed at Texas Roadhouse as a waiter. While at Texas Roadhouse, I used and fine tuned my customer service skills to provide the best experience possible for every customer. I memorized the menu to offer ideal suggestions to accommodate the customers palate, kept the restaurant clean, and practiced superior food handling techniques. Though I do have experience in management, I work well independently or in a team environment.

My strong work ethic and problem-solving abilities have enabled me to enhance job performance for myself and my subordinates. I have a proven ability to respond effectively to constantly evolving demands. I am persistently challenging myself to set and achieve higher standards of performance.

I attribute my success thus far to several key factors: (1) a capacity for continued personal and professional growth, (2) advanced interpersonal relationship and analytical skills, (3) command of diesel mechanics, carpentry, customer service, management, and security skills (4) ability to find structural solutions to organizational challenges, and (5) ability to identify roadblocks and apply creative problem-solving to reach objectives in performance-critical environments.

My résumé alone cannot convey the enthusiasm and energy I bring to new challenges. The strength of my experience, education, and integrity will add measurable value to your company. I welcome the opportunity to meet with you to discuss your needs and my potential to contribute as a team member. Thank you for your time and consideration, I look forward to hearing from you soon.

Sincerely,

Dillon P. Coleman

Enclosure

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SUMMARY OF QUALIFICATIONS

Results-driven and highly organized professional who proudly served the United States Army as a diesel mechanic on overseas deployment. Skilled at mechanical troubleshooting, carpentry, and maintenance of generators, electrical wiring, and air conditioning equipment, security, management, sales, writing, organizing and filing. Excellent planning, organizing, and coordinating skills coupled with strong interpersonal communication and leadership abilities. Ability to prioritize and make decisions with proven ability to adjust plans to meet ever-changing operational demands. Able to manage adversity and diversity with a commitment to excellence. Unquestionable ethics and integrity. An innovative problem-solver with demonstrated competency in the following areas:

CORE COMPETENCIES:

- | | |
|---|---|
| <input checked="" type="checkbox"/> Diesel Mechanics | <input checked="" type="checkbox"/> Unarmed/Armed Guard |
| <input checked="" type="checkbox"/> Carpentry | <input checked="" type="checkbox"/> Forecasting / Budgeting |
| <input checked="" type="checkbox"/> Electrical Generators / Systems | <input checked="" type="checkbox"/> Personnel Management |
| <input checked="" type="checkbox"/> Inventory Management | <input checked="" type="checkbox"/> Personnel Training |
| <input checked="" type="checkbox"/> Equipment Maintenance | <input checked="" type="checkbox"/> Flooring / Roofing |
| <input checked="" type="checkbox"/> Computer Engineer | <input checked="" type="checkbox"/> Workshop Maintenance |
| <input checked="" type="checkbox"/> Security | <input checked="" type="checkbox"/> Customer Service |

Microsoft Office Suite

EDUCATION

Unarmed/Armed Guard Card, AZDPS, Phoenix, Arizona

Bachelor of Science in Engineering in Computer Systems Engineering (Degree in Progress)

Arizona State University, Tempe, Arizona

Computer Systems Engineering, National University, San Diego, California

PROFESSIONAL EXPERIENCE

CONSUMER CELLULAR

2019 - 2020

CUSTOMER ACCOUNT ADVISOR

Mesa, Arizona

- Meet and maintain monthly metrics. Including 5.25 calls per hour, 98% occupancy, and an 8.35 voice of the customer rating.
- Troubleshooting customer devices while maintain customer rapport. Creating and maintaining customer accounts. Advising the customer on company products.
- Reaching sales goals while leaving the customer with a satisfied experience.
- Promoted three times since hire date due to outstanding performance.
- Working with customers with disabilities.
- Upselling and providing customer finance plans.
- Managing customer profiles for future customer service consultants.

UNITED STATES ARMY CORP/DIESEL MECHANIC

2013 – 2017

Worldwide Assignments

- Managing a team, including conducting monthly performance reviews, delegating under extreme circumstances, and personnel administrative/human resource tasks.

PROFESSIONAL EXPERIENCE, Cont.

- Performing security, managing inventory, and overlooking operations
- Reaching monthly sales/maintenance quotas, while adhering to OHSA regulations.
- Conducting monthly inspections, Equal Opportunity and Sexual Harassment Classes.
- Contacting customers about products and timely inspections.
- Performed full, diesel vehicle inspections; including brake systems and steering mechanisms, transmissions, engines, and all other vehicle components. Oversaw four to six soldiers at one time to ensure efficient, proper routine maintenance was executed.
- Read and interpreted diagnostic test results from inspection equipment, performed troubleshooting tactics to prevent costly and unnecessary damage to equipment. Replaced parts and made repairs to all parts of diesel engines and industrial vehicles, in general. Held accountable for millions of dollars' worth of US Army equipment.
- Maintained equipment and managed shop's unscheduled maintenance issues, as well as inscriptions and the supervision of the parts room. Recorded shop inventory and made orders whenever necessary to ensure continuous, uninterrupted maintenance of vehicles and engines.
- Combat Life Savor/Cardiopulmonary Resuscitation – trained to save lives in dramatic situations

**CONTRACT
FINISH CARPENTER****2010 – 2013
Phoenix, Arizona**

- Working independently and producing outstanding products in a fast paced work environment.
- Reaching monthly sales quotas, communicating consistently with the customer, and performing job satisfaction surveys.
- Performed industrial and home carpentry: installed commercial doors, cabinets, countertops, and framing. Knowledgeable in the installation and design of windowpanes and door trims, baseboards, crown molding, and wainscoting. Also, gained experience with flooring and roofing.
- Interacted with clients and created rapport to ensure that the work performed would provide the highest level of satisfaction. Communicated with other workers to provide high-quality, efficient, and cost-effective services for the client.
- Filed and organized weekly sales reports.
- Maintained customer profiles, updating the wants and needs of contracts while maintain a positive relationship with suppliers and customers.

**TEXAS ROADHOUSE
WAITER****2009 – 2011
Gilbert, Arizona**

- Welcomed and assisted customers with helpful answers to any questions regarding inventory or product availability. Recommended alternative products if a specific brands/product was not available. Utilized team work to complete projects and tasks in a timely, efficient manner.
- Processed customer transactions as a cashier, quickly, accurately, and in a timely fashion.
- Cleaned and maintained the appearance of the store and myself at all times.
- Provided the customer with a pleasant and rememberable experience through empathy, timely service, and product knowledge.
- Memorized menu and drink options.
- Received in-depth training for proper food handling techniques, including proper freezer placement, appropriate soup temperatures, and equipment cleaning processes.