

461 Stevens Ave #2R Portland, ME 04103

Education and Training

Colorado State University, May 2010

Bachelor of Arts, History
Awarded Army ROTC scholarship

U.S. Army Aviation Center of Excellence, October 2010 to January 2012

Qualified Helicopter Pilot – UH-60A/L Black Hawk

Work experience

Operations Manager Trainee, Casella Waste, September 2015 to Present

- Proficient with company software and Microsoft Suite.
- Address customer issues via face to face, email, and phone interactions; customer first attitude – their emergency is my emergency.
- Suggested upselling to sales representatives when opportunities arose.
- Recently utilized company routing software to reroute entire frontload line of business in Auburn, MA in order to increase profitability and efficiency.

Supply Chain Coordinator, Craftsby, January 2015 to June 2015

- Tracked purchase orders across four different categories with 50+ vendors from the time the purchase order was confirmed until they reached our warehouse.
- Facilitated vendor relationships for new category expansions.

Customer Support Associate, Craftsby, April 2014 to January 2015

- Led department in number of help requests answered while maintaining satisfaction standard (96%+).
- Rapidly learned various software platforms.
- Volunteered to assist product development and engineering teams in testing various website features.
- Won department group “innovation challenge” building a central knowledge base for customer issues.

Aviation Officer, Colorado Army National Guard, August 2010 to August 2015

Deployed to Kuwait in support of Operation Enduring Freedom, September 2012 to June 2013

Platoon Leader, April 2013 to August 2015

- Platoon leader of 15 soldiers, responsible for unit motivation, conflict resolution, communicating objectives, and performance reviews.
- Maintained \$40 million in aircraft and equipment resulting in 100% readiness.
- Created schedules to ensure compliance with regulations for crew rest and maintenance were met while still meeting mission requirements.

Operations Officer, May 2012 to April 2013

- Supervised three soldiers processing mission requests while monitoring current operations.
- Facilitated mission requests by working with customers, mainly VIPs, and coordinating with numerous entities to ensure all their requirements were satisfied resulting in zero dropped or late missions.
- Assigned missions to flight companies through extensive knowledge of our customers and our unit capabilities.

Volunteer Experience

Dumb Friends League Animal Shelter, October 2013 to August 2015

Bethesda-Chevy Chase Rescue Squad, 2005 to 2007