**Frank Moreno**

**Elmwood Park IL 60707 | (850)741-6953 |** [**franknmoreno79@gmail.com**](mailto:franknmoreno79@gmail.com)

**EDUCATION**

* Associates in applied sciences, Electrical and Electronic Systems Technology Service Management | Lincoln College of Technology | Melrose Park, IL ||June 2025

**SKILLS**

* Safety and security-oriented
* Balancing/Reconciling Experience
* Microsoft Office: Word, Excel & PowerPoint
* Communication
* Leadership
* Military Experience (Aug 1999 to Aug 2015)
* Quality Assurance
* Management Experience
* Hand and Power Tool Experience such as:
* screwdrivers, tape measures, hand saws, drills
* Conduit Knowledge and Bending Techniques
* Blueprint and Schematic Reading
* Meter Tester Experience with:
* oscilloscopes, ohm, watt, and continuity testers
* Electrical Safety and NEC Regulation Knowledge
* Design, Installation, and Configuration of Solar Voltaic Systems
* Conductor and Junction Box Familiarity
* Maintenance and Troubleshooting of Motor Controls Systems
* Installation and Troubleshooting of Residential Electrical Systems
* Programmable Logic Controller (PLC) Experience
* Fiber Optic Wiring, Telecommunication System Installation, and Data Networking
* Installation and Troubleshooting of Security Systems, Access Control, and CCTV
* Installation and Troubleshooting of Fire Alarm Systems and Programmable Fire Alarm Systems
* Installation and Troubleshooting of Rack Systems, Integrated Systems, and Residential Integrated Systems
* Installation of Home Theater and Satellite Systems
* Grounding and Bonding
* Solar Panel Systems
* Lock Out Tag Out Method
* Ohm's law
* Resistor Color Codes
* College Algebra
* English Composition

**EXPERIENCE**

**Quality Connections Audio & Video Design, LLC** | Low Voltage Technician |Chicago, IL. March 2025 to Present

* Install low-voltage cabling infrastructure, including cat5, cat6, and fiber optic cables.
* Set up and configure security systems, including access control, intrusion detection, and video surveillance.
* Install and configure home theater systems, including sound bars and televisions.
* Test and troubleshot low-voltage systems.
* Run wire for newly built residential homes, ensuring it followed safety standards and regulations.

**Navy Federal Credit Union** | Collections Counselor, Pensacola, FL August 2018 to March 2024

* Managed delinquent accounts for members.
* Advised members on how to cure past due credit cards and loans with assistance from the credit union.
* Consistently collected and handled 1 Million Dollars Monthly for two years.
* Trained 24 counselors on company policies and procedures.

**Santa Rossa Correctional Facility** | Correctional Officer (CO) | Milton, FL September 2015 to July 2017

* Directly responsible for over 400 juveniles in a correctional residential facility setting and ensured logistical requirements to include all administrative duties are met in accordance to governing instructions/ standards and operating procedures.
* Supervised the activities of inmate crews working on facility maintenance and sustainment, operations, farming and construction projects set forth by higher authority.
* Successfully conducted routine inspections on work sites, crew trucks for contraband, cleanliness and safety.
* Provided intake paperwork, fingerprints, individual searches and safely followed operating procedure without mishaps.
* Personally performed safety check at specified intervals and conducted personal head counts and ensured overall accountability is at 100%.

**M.A. Training Support Group 21** | (Multiple Roles)| Pensacola, FL September 2010- August 2015

Roles Include: Aviation Ordinance Instructor, Substance Abuse Control Officer, Testing Officer, Training Officer, Guidance Counselor, Housing Manager

* Successfully trained and certified over 500 Marines and Sailors in reference to Marine Corps Aviation Ordinance to include handling, storing, issuing, receiving, shipping, inventory, warehousing and the logistics life-cycle of aviation ordinance.
* Supervised, counseled, guided, and provided educational materials to personnel both individually and as a group in classroom settings on the effects of drugs and alcohol abuse/dependency.
* Performed as the liaison officer between individuals/ family members and Family Service Center (Substance Abuse Counselor) and other helping agencies in regards to alcohol related matters.
* As the designated testing officer, ensured the proper certification of materials were provided to students and adhered to all certification procedure in accordance to policies and instructions.
* Supervised and trained of approximately over 500 personnel (Marines and Sailors) within the functional areas of administration and unit training requirements in a department which consisted of eight individual unique sections.
* Developed, organized, and facilitated the department’s monthly required training, with the aid of Microsoft Power Point Presentations in the parameter of classroom lectures and small group discussions in the following subject matters; Safety Issues (Operational-Risk-Management), Alcohol and Substance Abuse, Sexual Harassment, Equal Opportunity, Suicide Prevention, Legal and Ethics, Military History, Customs and Courtesy, Combat Tactics, and the Liberty Campaign Plan in the AOR.
* Provided guidance and counseling on weekly and monthly basis and prepared materials for individuals on professional and personal career growth development to include educational opportunities.
* Planned and facilitated several subject matters on personal morals, integrity, and the proper conduct of an individual to include the Marine Corps 14 Leadership Traits/ Character.
* As the Housing Manager, responsible for housing Marines and Sailors with their dwelling and ensure proper logistical/ supply were provided as necessary to include adhering to the safety and health requirements in accordance with the Office of Safety Health Agency (OSHA).