



KEN TANOUE

PROFESSIONAL SUMMARY

Vision-driven change agent with career-long record of technology solutions, project engineering, and team management success for leading organizations

Proven talent for aligning business strategy and objectives with established technology and project management paradigms to achieve maximum operational impacts with minimum resource expenditures. Solution-focused thought leader with expertise spanning project engineering, cross-functional team leadership, strategic planning, technology solutions, compliance, troubleshooting, database management, customer service, process optimization, performance assessment, technical support, client relationship management, and issue resolution. Exceptionally dedicated professional with keen interpersonal, communication, and organizational skills, as well as budget management, timeframe development, and resource allocation expertise.

PROFESSIONAL EXPERIENCE

RIDER LEVETT BUCKNALL, HILO, MAR 2013 TO APRIL 2020

PROJECT ENGINEER

- Spearhead functional authority for planning, organization, control, integration, and engineering project completion.
- Determine management processes and organize project staff per project requirements.
- Leverage engineering principles, company standards, customer contract requirements, and related specifications to review designs for compliance.
- Orchestrate all activities regarding scheduling and the resolution of engineering design and construction problems.
- Approve and evaluate design changes, specifications, and drawing releases.
- Demonstrate excellent communication and reporting skills at all times.
- Liaise with management to develop objectives after reviewing project plans and proposals.
- Analyze phases and elements of projects to identify project responsibilities.
- Calculate timeframes and sequences for project stages.
- Deliver and prepare project timelines and descriptions.
- Establish project specifications by examining product design, customer requirements, and performance standards.
- Facilitate efforts by presenting cost estimates and performance standards.
- Pioneer the review of all contractor bids.
- Oversee technical aspects of projects through project coordination meetings and other communication.
- Monitor budgets, contractors, and schedules regularly as well as prepare status reports.
- Streamline operations by accurately allocating project resources, approving expenditures in a timely manner, and managing employee contractor contracts.
- Maintain an accurate record and electronic database of all project elements.
- Succeed in demonstrating a positive attitude and professionalism at all times.
- Complete all work accurately and in a timely manner while multitasking.
- Utilize excellent oral and written communication skills as well as tact, diplomacy, and strong customer service orientation.
- Prioritize work activities and assume the responsibility of various roles as needed; prioritized roles such as Change order review.

PACIFIC PRO-TECH SERVICES, HILO, HI, AUG 2010 TO PRESENT

SUPPORT TECHNICIAN

- Support and assist various Hilo businesses and offices with Professional Tech solutions.
- Handle the quoting and budgeting of networking, server, and surveillance camera projects.
- Assess necessary materials, client budgets, optimal solutions, and prognosis for materials and projects.
- Resolve issues through troubleshooting, diagnosis, and repair while working on- and off-site.
- Provide both phone support and warranty support.
- Improve client understanding of issues, solutions, and prevention associated with specific problems by communicating and illustrating complex concepts in innovative ways.
- Aid clients with advancing technology on multiple devices.
- Gain experience with virus removal, hardware, and software issues on daily basis.

WASHINGTON STATE UNIVERSITY, PULLMAN, WA, AUG 2007 TO MAY 2008 & AUG 2008 TO MAY 2010

HELP DESK TECHNICIAN

- Furnished technical support for all students, faculty and staff.
- Solved issues both in-person and over the phone through troubleshooting, diagnosis, and repair.
- Expedited networking, email, and backup solutions.

RESIDENCE HALL LAB ADMIN

- Directed residence hall computer labs and assisted students; oversaw and managed computer labs and assist students who would use the lab as needed.
- Promoted student academic learning through the use of computers and various programs.

EDUCATION AND CREDENTIALS

BACHELOR OF SCIENCE (B.Sc.) IN ANIMAL SCIENCE, 2010

Washington State University, Pullman, WA, USA; Senior Thesis: Parthenogenesis

CERTIFICATIONS

- HDOT Quality Assurance for Materials Bituminous Asphalt Unit, March 2016
- HDOT Quality Assurance for Materials Soils and Aggregates, March 2016

PROFESSIONAL AFFILIATIONS

- Hawaii Island Contractors Association Member, 2013-present
- Hawaii Island Chamber of Commerce Member, 2013-present

VOLUNTEERISM AND ADDITIONAL INFORMATION

- Human Development 205, Washington State University, Pullman, WA, Mar 2009
 - Participated in the planning, budgeting, and construction of a dog park for an old folks home.
- Organization of Future Veterinarians, Washington State University, Pullman, WA, Jan 2010
 - Orchestrated meetings, interviews, and field trips.

Technical Proficiencies: MS Word, MS Excel, MS Outlook, MS PowerPoint, Adobe Acrobat, Bluebeam PDF, Windows, Mac OS, Linux.

Interests: Free diving, hiking, hunting, kayaking