

# MIKE GAINES

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Bloomington, IL | 309-531-9329 | mdg01012017@gmail.com

## Skills & Abilities

Certified Welder	Construction	Trained for: Vehicle Alignment, Electrical Repairs, ADAS	
US Navy Veteran	Leadership and Management	Analytical	Detail Oriented
Organized	Problem-solving	Team Organization	CPR & First Aid trained
Conflict Resolution	Adaptable		

## Education

**HEARTLAND COMMUNITY COLLEGE CERTIFICATES AND DEGREES**

**Certificate, Welding | December 2021**

**Certificate, High Voltage Battery Tech | December 2025**

**Certificate, EV Service Advisor | December 2025**

**Certificate, EV Maintenance and Light Repair | December 2025**

**Certificate, EV Energy Storage | December 2025**

**Associate's Degree, Industrial Technologies, Welding Skills | December 2025**

**Associate's Degree, Industrial Technologies, Electric Vehicle Technology | December 2025**

## Experience

**AUTO TECHNICIAN | R&N AUTO REPAIR | HOPEDALE IL | JUNE 2022-JANUARY 2024**

- Inspecting vehicles for preventative maintenance and performing oil changes.
- Brake replacement and repair, and suspension repair.
- Light engine repair and maintenance.
- Tire replacement and repair.
- General vehicle maintenance and repair.

**OPERATIONS MANAGER | ROSS DRESS FOR LESS | NORMAL IL | SEPTEMBER 2018 - JUNE 2020**

- Supervised store and administrated general operations as a member of store leadership.
- Balanced and calculated the stores budget by implementing and maintaining weekly staff schedule and coordinating staff breaks and duties.
- Advised and coordinated a large team in operations, including unloading into warehouse, distributing merchandise to proper locations, maintaining sales floor, and cash office duties.
- Communicated regularly with district management to maintain company standards.
- Key holder, supervising associates, and maintaining a friendly, easy to shop environment.
- Responsible for executing and supervising company operational processes as needed.

**DEPARTMENT MANAGER | BERGNER'S | BLOOMINGTON IL | FEBRUARY 2018 - AUGUST 2018**

- Department manager of the following areas: receiving, dock team, placement team, shoes and sales, facilities.
- Manage and maintain dock and store rooms, shoe stock, and sales team.
- Building maintenance, supervising custodial, dock, and stock teams. Store opener, key holder, cash office.
- During last few months, assumed General Floor Manager responsibilities.
- Analyzed daily reports to determine areas underperforming and customized salesfloor to improve sales.

**PERSONAL BANKING ASSOCIATE | COMMERCE BANK | BLOOMINGTON IL | JULY 2017 – FEBRUARY 2018**

- Processed customer transactions, determined if they would benefit from additional services, and marketed those services.
- Observed and communicated with customers to safeguard against fraud.
- Supported customers through services available at our branch.
- Assisted the team in reaching branch goals.

**LEAD NIGHT AUDITOR | DOUBLETREE BY HILTON | BLOOMINGTON IL | JUNE 2016 – MARCH 2017**

- Providing overnight customer service for a full-service hotel.
- Cash handling, credit card transactions, and reservations.
- Auditing the daily transaction, reports, and bookkeeping.
- Facilitated a complete re-write of the audit processes and trained staff in revised system.

**NIGHT AUDIT SUPERVISOR | BAYMONT INN & SUITES | EAST BLOOMINGTON IL | OCTOBER 2013 – JUNE 2016**

- Providing overnight customer service for a focus service hotel.
- Investigated discrepancies, close the day, audit transactions, and bookkeeping.

- Trained and supervised all night auditors, reviewed and corrected their work.
- Coordinated with general manager to schedule shifts for team.

**ASSEMBLY LINE WORKER | VUTEQ | BLOOMINGTON IL | JANUARY 2012 – SEPTEMBER 2013**

- Factory line worker, assembling car doors and other auto parts.
- Creative problem-solving to find a solution for missing or broken equipment.

**TECHNICIAN | TEAM AUTOMOTIVE | NORMAL IL | MARCH 2009-MAY 2011**

- Inspecting vehicles for preventative maintenance, performing oil changes and general repairs.

**MACHINIST MATE SECOND CLASS PETTY OFFICER (E5) | UNITED STATES NAVY | MAY 2005-FEBRUARY 2009**

- Assistant leading petty officer of the master at arms division
- Maintaining and repairing 300-ton refrigeration plants, air conditioning plants, steam line systems, steam propulsion systems, boilers, heating systems, chill water systems, and potable water systems for a ship of over 3,000 people.
- 100+ hours of leadership and management training