



PROFESSIONAL SUMMARY

Vision-driven change agent with career-long record of technical operations, training and development, troubleshooting, and customer service experience

Proven talent for aligning strategy and objectives with established technical operations and strategic planning paradigms to achieve maximum operational impacts with minimum resource expenditures. Growth-focused thought leader with experience in repairing and maintaining electronic devices, providing exceptional customer service, full-stack development, troubleshooting, research, and process optimization with proven results. Exceptionally dedicated professional with keen interpersonal, communication, and organizational skills, as well as strong technical proficiency, teaching experience, policy development, and resource allocation expertise.

CORE COMPETENCIES

- Communication Skills
- Research Expertise
- Training and Development
- Research Expertise
- Strategic Planning
- Time Management
- Troubleshooting Expertise
- Process Improvement
- Technical Skills
- Problem Solving
- Analytical Skills
- Customer Service

PROFESSIONAL EXPERIENCE

ALTIA CENTRAL, NAGOYA, AICHI, JAPAN, MAY 2022 TO APRIL 2023

PUBLIC SCHOOL ALT

- Enhanced students' communication skills by delivering engaging lessons tailored to their age and employing effective teaching techniques.
- Liaised closely with teachers to create a supportive learning environment and actively engaged with students both in and out of the classroom.
- Developed comprehensive lesson plans, designed engaging activities, and facilitated effective communication among staff members in a second language.
- Achieved notable improvement in student participation by implementing creative and interactive teaching methods that fostered active learning.
- Contributed to the planning and implementation of a wide range of extracurricular and community activities, including English teaching events, speech contest judging, sports clubs, and community events.

SOLE GRILL AND SUSHI BAR, SENECA, SC, JUNE 2021 TO APRIL 2022

SERVER

- Performed cashiering functions, including closing checks and generating end-of-day reports, ensuring accurate financial transactions.
- Delivered prompt, professional, and friendly service to guests, efficiently handling their food and beverage requests.
- Coordinated various solutions for issues that arose within the restaurant, collaborating with personnel to maintain customer loyalty and staffing optimization.
- Collaborated with team members to assist patrons and provide a high-class customer service experience while ensuring excellent service delivery standards.
- Promoted food and drink items, and kept customers informed of promotions, special offers, and incentive opportunities to increase sales.

STAYMOBILE, CLEMSON, SC, MAY 2017 TO MAY 2018

REPAIR TECHNICIAN

- Served as an in-store technician specializing in the repair of electronic devices, including smartphones, tablets, consoles, and laptops.
- Administered customer data input, efficiently completed repair and sale processes, and delivered exceptional customer service with a high level of professionalism.
- Employed diagnostic and troubleshooting skills to effectively identify issues and provide accurate and timely solutions.
- Learned and applied new skills and technologies in a timely manner based on business needs.

ANDERSON SCHOOL DISTRICT 5, PENDLETON, SC, NOVEMBER 2016 TO MAY 2017

COMPUTER TECHNICIAN

- Ensured the smooth operation of computer systems by conducting regular maintenance, diagnosing and repairing faulty hardware, and providing instruction to staff on the proper usage of workstations.
- Maintained accurate records of repairs, updates, and maintenance tasks, meticulously logging them into the database for efficient tracking and management.
- Navigated complex obstacles, challenges, and issues with an innovative and solution-focused mindset.

RECENT PROJECTS

PROJECT ZOMBOID CHARACTER BUILDER

- React application implemented intricate sorting, mapping, and state management:
<https://pmcmahan1.github.io/pz-builder/>

LISA'S CANDLES

- React full-stack e-commerce website: <https://liascandles.com/>

EDUCATION AND CREDENTIALS

BACHELOR OF ARTS (B.A.) IN HISTORY, MINOR IN BUSINESS ADMINISTRATION, 2021
University of South Carolina, SC

CS50X: INTRODUCTION TO COMPUTER SCIENCE, 2023
Harvard X

120-HOUR MASTER TEFL/TESOL CERTIFICATION, 2021
Bridge Education Group

PROFESSIONAL AFFILIATIONS

- National Society of Leadership and Success Member, Club Athlete, University of South Carolina

ADDITIONAL INFORMATION

Languages: English, Japanese (Conversational)

Technical Proficiencies: C, Python, SQL, HTML, CSS, Javascript, React, Git, Bootstrap, SASS, Microsoft Exchange, Microsoft Office Suite, Excel, Visual Studio

Interests: Weightlifting, Volleyball, Golfing, International Traveling, Hiking, Cooking