

Shannon M Houchins

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SUMMARY OF QUALIFICATIONS

- Active-duty Army Enlisted for 7 years; Army Civilian 20 years
- Excels at making tough decisions in high stress environments
- Easily picks up new skills and extrapolates well
- Excels at problem solving in real world situations
- Proficiency in Microsoft Office to include, but not limited to, Word, Excel, and Access
- Proficiency in, but not limited to, HTML, CSS, and JavaScript
- Familiarity with C#, SQL, JAVA
- Understanding of Database design, integration, and optimization

EXPERIENCE

Unit Manager Waffle House

- Managed a staff of 20-30 hourly associates
- Maintained the inventory for the restaurant
- Performed regular cash and commissary audits
- Responsible for cash sales, safe, and bank deposits for the store daily.
- Trained new employees, both grill operators and salespersons
- Dealt with customer complaints and situations
- Responsible for overall management of the store 24/7

Medical Laboratory Technician US Army – Enlisted; Civilian

- Performed multitude of laboratory tests involving complex and technical equipment, and the necessary maintenance and repair of that equipment.
- Dealt professionally with patients in a variety of intense or uncomfortable situations
- Supervised a small team that helped maintain blood supply in a combat theater of operations
- Determined appropriate shipments of blood components in both emergency and routine resupply
- Balanced Donor Center and associated hospital's blood supplies, buying, selling, or trading nationwide as needed.
- Entered and maintained medical information in accordance with all local and federal regulations
- Responsible for teaching hands on laboratory skills to over 50 new students
- Aided in the development and updating of procedures
- Created, entered, and maintained statistical databases and reports for QA, Blood Services, and Blood Detachment OIC
- Created a Database for the blood donor center to track and report blood component flow, turn-around-times, and inventories
- Created and generated multiple monthly reports on blood supply status and performance

Scouting America: Volunteer – Cubmaster; Scoutmaster; Crew Advisor

- Attended Woodbadge Leadership course and then staffed 3 times – teaching and mentoring other adult leaders in best leadership practices and a personal practical project for their own units.
- Organized youth outings: day, weekend, or weeklong events designed to be fun, safe, and educational on at least a monthly basis
- Worked closely with youth to develop both strong ethics and resiliency
- Taught and Mentored leadership qualities in youth leaders
- Worked closely with other adult leaders and parents to provide quality program
- Worked to provide a truly inclusive program to individuals from a wide range of abilities, identities, and backgrounds.
- Became certified as both a cub rangemaster and a first level climbing instructor to facilitate more advanced challenges for youth.

Guardians of the Children: Volunteer –Child Liaison, Court Liaison, Secretary

- Helped found the local chapter of Guardians of the Children (Sandhills, NC)
- Acted as a primary point of contact, and built relationships, with families dealing with the aftermath of child abuse
- Provided support for families before, during, and after trial proceedings against their abuser
- Interacted with court officials to both ease the burden on these families and develop a positive relationship that allowed our chapter to be present in court
- Built agendas, took minutes, tracked attendance, managed personnel files for the chapter.
- Helped to plan activities designed to give children in crisis a sense of stability, safety, and belonging.
- Aided in fundraising and public awareness efforts to continue to further the cause

EDUCATION

- **April 2002 – April 2003** US Army specialized training as Medical Laboratory Technician (MLT)(68K)
- **August 1999 – August 2001** Pennsylvania State University 78 credits
- **October 2011 – August 2014** American Intercontinental University Bachelors of Information Technology with a Specialization in Software Analysis and Development