**Shane Stoddard**

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**Professional Profile**

* Served as an infantry soldier in the 82nd Airborne Division
* Tested, monitored and made chemical adjustments to water with minimal supervision for water sanitization project in Egypt
* Disposed of waste by following safe operating practices for project in Egypt
* Experience in burial vault construction, residential construction and demolition
* Ability to assemble copiers and install the necessary software license
* Sound knowledge of computer systems and related software

**Awards and Certifications**

* Recipient Two Coins of Excellence in the Multi-National Force and Observers
* Former fiber optics installation certification
* Model specific certifications for several copiers

**Professional Experience**

Technical Driver

Virginia Business Systems, Richmond, VA 2018 - Present

* Prepare and distribute copiers to customers including loading product from warehouse onto delivery vehicle and delivery to customer locations
* Install copier products on site at customer locations
* Diagnose potential problems for service and examination
* Operate and maintain company vehicle, tools and equipment

Outfitter

Cabela’s, Inc., Henrico, VA July 2017 - Present

* Provide customer service by assisting customers with buying decisions
* Successfully secure credit card applications by engaging customers
* Assure visual presentation standards are met through upkeep and maintenance
* Assisted with environmental conservation public training session
* Cross train in other areas of the store when business needs dictate

Field Service Technician

Cobb Technologies, Glen Allen, VA 2012 - 2018

* Supported document solution products sold or supported by Cobb Technologies
* Developed machining reports for each new printer setup
* Maintained accurate inventory
* Mentored and trained new field technicians
* Audited machines for contracts

Field Technician

Culligan, Ashland, VA 2011 - 2012

* Provided installation, service and repair of Culligan and non-Culligan water treatment products including water softeners, water filters and other related equipment
* Performed diagnostics and analyses to troubleshoot customers’ water problems and timely and efficiently repair equipment
* Processed customer invoices and payments and maintained product inventory
* Coordinated scheduling with customers and helped customers understand their water treatment equipment and proper function

Field Technician

Offix LC, Richmond, VA 2010 - 2011

* Supported document solution products sold or supported by Offix
* Setup, delivered and installed new copiers to commercial customers
* Developed machining reports for each new setup
* Maintained accurate inventory
* Audited machines for contracts

Unload Associate

Kohl’s Illinois, Inc., Ashland, VA 2005

* Ensured efficient unloading of merchandise
* Prepared, distributed and replenished merchandise to appropriate in store department
* Adhered to safety rules and regulations

Field Technician

Electronic Systems, Inc. (MacKendree & Co., Inc.), Ashland, VA 2000 - 2009

* Supported document solution products sold or supported by Electronic Systems
* Developed machining reports
* Trained new field technicians
* Audited machines for contracts

Front Desk

Hampton Inn, Richmond, VA 2000 - 2000

* Checked in and checked out guests
* Made and canceled reservations
* Processed customer payments

Customer Service Representative

U-Haul International, Inc., Richmond, VA 2014 +/-

* Supported the manager with facility operations
* Answered customer phone inquiries
* Showed units, explained agreement terms, and rented proper size units to customers
* Ensured vacant units were clean, dry and secure
* Processed customer credit and cash payments for sales transactions

**Education**

* Associate’s Degree in Telecommunications, ECPI, Richmond, VA | 4.0 GPA
* Appraisal Course, Guilford Technical Community College (GTCC), Jamestown, NC
* Henrico County Community Emergency Response Team (HCCERT) Training, Henrico, VA
* Combat Lifesaver Course, U.S. Army, Fort Bragg, NC
* Real Estate Principles and Practices, Real Estate Express, St. Louis, MO (pending completion)