

# Troy Gleason

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Government Publishing Office (GPO) Security & Intelligent Documents (SID) Engineer with a passion for problem-solving and collaboration seeking a challenging new role related to engineering. Efficient and disciplined continuous learner.

## EDUCATION

**B.A. (Cum Laude), Computer Science and Physics**, College of the Holy Cross - Worcester, MA (2022)

- Dean's List 5 Semesters
- Program Director, Student Program for Urban Development (2021 – 2022) Led, coordinated, and participated in volunteer activities for >60 hours to support the mission of the YWCA of Worcester, representing 4 Holy Cross students.

## WORK EXPERIENCE

**Student Consultant, IT Services**, College of the Holy Cross

Aug 2021 – May 2022

- Provided first level technical support to students and faculty campus-wide via phone or email to resolve or escalate technical issues. **10 hrs/week**.
- Assisted other team members on service tickets and trained peers.

**Language Assistant**, Meddeas International - Huelva, Spain

Sept 2022 - June 2023

- Served in a post-graduate program teaching English to children ages 6 to 17 in Spain. **40 hrs/week**.
- Used curriculum plans and organizational methods to educate and track the learning progress of ~250 students. Led groups (2-5) of students in conversational discussions related to exam prompts.
- Taught culture and dialect differences between UK and USA while administering to students' growth and development areas.

**Front Desk Teammate**, New Orleans Boulder Lounge

Jan 2024 – Present

- Welcomed guests and members to the family and community-oriented rock-climbing gym. **8 hrs/month**.
- Represented gym sales for various merchandise and membership options.

**General Engineer, Secure Production Facility (SPF), GPO**

Oct 2023 – Present

- Consulted with middle-level managers to accomplish various projects continually improving high-quality manufacturing production across various departments. **40 hrs/week**.
- Departments included: Smartcard production, paper and plastic printing, polycarbonate collation and lamination, book binding, paper cutting, book folding, book trimming and die-cutting, laser perforation, and book-photo-recognition.
- Created and planned engineering diagrams across the facility, including approximately 40,000 ft of new manufacturing space.
- Coordinated with the Army Corps of Engineers Mobile District, merging 3 contracts of a facility expansion, building roof replacement and administration renovation, into one planned contract.
- Represented the SPF engineering department through presentations at monthly All-Hands Meeting, and thorough weekly production meetings.
- Led electricians, sheet metal contractors, plumbers, and various plant workers to accomplish tasks and projects, from group sizes of 1 to 5 members. On one occasion, managed 4 different groups of contractors simultaneously.

- Maintained a clean and orderly work environment by continuously tracking inventory, projects, personnel, and prioritizing time-management.
- Helped Site Manager, Deputy Site Manager, and other personnel operate a lean-six-sigma facility through coordination, planning, and open communication.
- Monitored machines by walking through to check equipment statuses alongside operators. Showed floor presence daily and learned power outage responses from operators and managers.

## **SKILLS**

~Autodesk Certified Professional in AutoCAD for Design and Drafting

~Languages: English (native), Spanish (Full professional proficiency)

~CPR Certified: Adult/Pediatric/AED

~Certified Contracting Officer's Representative, Level I