Wayne Dillon

Houston, Texas | 713-420-9503 | Waynedillon220@gmail.com |

Education

Sam Houston University   **Huntsville, TX**
Degree: Business Management Information Systems   Graduation Date: 2026

James E. Taylor High School   **Katy, TX**
                                                                          Graduation Date: 2019

Objective

Driven and technically adept junior majoring in Business Management Information Systems, with a deep interest in AI applications and enterprise management systems. Seeking an opportunity to contribute to innovative tech teams by leveraging skills in data infrastructure, system analysis, and cross-functional collaboration. Eager to support organizations at the intersection of technology and business strategy.

Experience

Valvoline Corporation

                                                                          Houston, Texas
Technical Service Specialist   2024 - 2025

- ❖ Utilized diagnostic tools and technical expertise to assess vehicle performance, providing customers with clear, tailored recommendations.
- ❖ Guided clients through service options by translating technical data into actionable solutions aligned with their needs.
- ❖ Applied problem-solving and system knowledge to ensure clients received the most effective and reliable service outcomes.
- ❖ Built trust with clients by combining technical precision with consultative communication, leading to repeat business and satisfaction.

Dominos Corporation

                                                                          Houston, Texas
Customer Solutions Team Lead   2022 - 2024

- ❖ Analyzed customer needs in real time and provided tailored solutions, ensuring satisfaction and repeat business.
- ❖ Supervised and guided team members to deliver consistent, high-quality customer experiences in a fast-paced environment
- ❖ Resolved client concerns by applying problem-solving skills and coaching team members on effective communication strategies.
- ❖ Streamlined team operations through task delegation, workflow optimization, and cross-training.

Leadership & Activities

Cisco Systems Cyber-Patriot Competition   **Houston, Texas**
Cyber Security Team Leader   August 2018 – December 2019

- ❖ Directed a competitive cybersecurity team to national-level competition.
- ❖ Identified and mitigated vulnerabilities across enterprise-like systems under timed challenges.
- ❖ Strengthened leadership, teamwork, and system defense strategies.

Shell Eco-Marathon Competition   **San Francisco, CA**
Mechanical Hardware Technical Specialist   September 2017 - April 2019

- ❖ Served as the team's hardware technical specialist, integrating and optimizing vehicle systems while advising teammates on technical solutions to ensure performance and reliability.
- ❖ Collaborated in the design and development of an energy-efficient electric vehicle for international competition.
- ❖ Represented one of only three high schools among 100+ global collegiate competitors.

Skills & Certifications

Programming Languages: Python

IBM SkillsBuild – Cloud Computing Fundamentals
- ❖ Developed foundational skills in data analysis, statistical methods, and visualization techniques, applying analytical approaches to real-world datasets to generate actionable insights

Automotive Restoration (Self-Initiated Project)
- ❖ Rebuilt and restored a vintage BMW E30; performed an engine rebuild/swap, drivetrain upgrade, and more.
- ❖ Demonstrates technical proficiency, mechanical troubleshooting, and persistent learning