**Zachary Smalley**

3539 NW 21st Terrace, Cape Coral, FL 33993

(603)-493-8098 | zacksmalley@comcast.net

**OBJECTIVE:**

Driven individual with experience in physical fitness, seeking a position as a service member representative. Has spent years in professional customer service, and his life in physical well-being.

**PROFESSIONAL SUMMARY**

Experienced leader and problem-solver with a proven ability to lead and adapt to difficult situations. Innovative thinking that leads to new, more efficient ways of completing tasks. Equally capable of working alone or as a member of a team. Determined, organized, and task driven professional with a background in customer service. Five years of military experience in operating, managing, accountability, as well as promoting and implementing fitness routines. Skills include:

* Leadership Experience
* Technical Skills
* Communication
* Management Skills
* Critical Thinking
* Training and Mentoring
* Problem Solving
* Detail Oriented
* Customer Service

**PROFESSIONAL EXPERIENCE**

**Leadership and Management**

* Generated, restructured, and supervised six courses that graduated over 100 students with a 90% overall average. This resulted in a higher echelon of unit capabilities.
* Managed and ensured 100% accountability of over 100 pieces of Signals Intelligence equipment worth more than $2M over the course of one year, resulting in zero loss.
* Supervised over 15 front end cashiers on customer courtesy and shift scheduling.

**Customer Service**

* Worked as a supermarket cashier for two years and was written up for service member of the month several times.
* Promoted to Service Leader above peers and managed shift scheduling, break scheduling and overall front-end service for two years.

**Communication**

* Served as a liaison between junior and senior personnel within the Department.
* Advised senior management on Department funding to improve functionality and productivity.
* Created and maintained standard operating procedures for training and certification of personnel.
* Attended and aided in weekly meetings on Department changes and policies to be enacted and passed to subordinates.

**EMPLOYMENT HISTORY**

**United States Marine Corps, Camp Lejeune, NC, 2013 – Present**

* Department Training Supervisor (Sergeant), January 2017 - Present
* Department Training Member (Corporal/Sergeant), July 2016 - January 2017
* Signals Intelligence Team Leader (Corporal), January 2016 - July 2016
* Signals Intelligence Assistant Team Leader (Corporal), August 2015 - January 2016
* Signals Intelligence Operator/Radio Operator (Lance Corporal), 2013-2015

**Hannaford Supermarket, Bedford, NH, 2009-2013**

* Front End Supervisor, 2011-2013
* Cashier, 2009-2011

**EDUCATION AND TRAINING**

* American Military University, 6 Credit Hours toward Associate degree in Business, 2016
* Navy Course: A-2D-4635, Survival, Evasion, Resistance and Escape, 146 Total Hours, April 2015
* Navy Course: A-231-0450, Communications Signals Collection and Processing, 592 Total Hours, 2012-2013
* Merrimack High School, High School Diploma, 2008-2012