



## PROFESSIONAL SUMMARY

*To advance my career with a leading organization that will utilize my extensive leadership and technology knowledge while also allowing me to develop further as a professional*

Proven talent for aligning project objectives with established and emerging leadership and technology development paradigms to achieve maximum operational impacts with minimum resource expenditures. Growth-focused leader with expertise spanning training and development, time management, technology solutions, project management, operations optimization, team leadership, performance evaluation, and quality assurance. Exceptional professional with keen interpersonal, communications, and resource allocation expertise.

## PROFESSIONAL EXPERIENCE

UNITED STATES AIR FORCE – NOVEMBER 2016 – PRESENT

**TRAINING MANAGER**, OSAN AIR BASE, DECEMBER 2021 TO PRESENT

- Lead the modification of the group recall roster and update 41 personnel to ensure contact is maintained during emergency situations.
- Partner with management to administer, monitor, and report training program status while assisting HAZMAT program.
- Coordinate accumulation points pickups boosting QA pass rate to 95% in addition to maintaining technical order distribution account, updated/issued 28 TOs weekly to ensure the integrity of 1k inspections.
- Implement excel spreadsheets to account for equipment, employees and other shop assets in an organized manner.
- Responsible for procuring parts, tools, and PPE for bench stock and shop inventory, maintaining sufficient accessibility to in house resources.

**AEROSPACE GROUND EQUIPMENT JOURNEYMAN**, TUCSON, AZ, NOVEMBER 2016 TO DECEMBER 2021

- Orchestrated the inspection, repair, servicing, and dispatch of 527 units worth \$30M supporting 27 aircraft valued at \$1.57B.
- Applied troubleshooting skills on various systems including: electrical, mechanical, pneumatic and hydraulic.
- Executed the installation of 10 Unit safety valves 2 months ahead of schedule enabling flight 94% mission capable rate.
- Successfully discovered 189 discrepancies, rectified 79 maintenance actions propelling QA pass rate to 92%.
- Isolated 3 generator defects, replaced radiator and engine, and repaired wiring harness enabling 45k flight hours.
- Oversaw a night shift of 6 team members conducting military operations while instructing new airmen on the daily tasks and responsibilities of the job in addition to the intricacies of being in the military.

CRICKET WIRELESS, COLUMBIA, SC, DECEMBER 2014 – OCTOBER 2016

**SALES REPRESENTATIVE**

- Drove sales on wireless phones, plans, and accessories in a fast-paced environment to new and existing customers.
- Informed clients on products and services while providing customer service to maintain and build relations.
- Charted a clear course of development for local marketing events resulting in increasing the customer base and driving up overall revenue.

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- Conducted training for new coworkers on business processes, sales tactics, product knowledge and industry standards.
  - Performed analysis of any issues with products, troubleshoot any software problems with mobile devices as well as identified hardware defects

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## **EDUCATION AND CREDENTIALS**

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ASSOCIATE OF APPLIED SCIENCE (AAS) IN AEROSPACE GROUND EQUIPMENT TECHNOLOGY, EXPECTED GRADUATION FEBRUARY 2023

*Community College of the Air Force  
Graduated Airman Leadership School  
Completed Basic Military Training*

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## **CERTIFICATIONS**

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- EPA certified
- CPR and First Aid
- Secret Security Clearance

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## **TECHNICAL SKILLS**

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- Microsoft Office, Excel, Outlook, Process Improvement, Integrated Maintenance Data System, Microsoft, MacOS, Project Management, Problem Solving, PLCs, Electrical , Hydraulic, Pneumatic, Diesel and Gas Systems.

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## **ADDITIONAL INFORMATION**

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**Languages:** English, Arabic

**Interests:** MMA, Boxing, Reading, Ramen, Coffee, Anime and Master Chef