

Christian Medeiros

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Authorized to work in the US for any employer

Work Experience

Field Supervisor

Allied Universal - East Hartford, CT

November 2023 to Present

A few key highlights from my work as field supervisor

- Received positive feedback on my performance and work ethic from our clients.
- Responded to coverage by holding post, filling shifts through win team, and utilizing floaters.
- Obtained CPR instructor certification to provide CPR, first aid, and AED training to dozens of guards to comply with post requirements ahead of a narrow deadline.
- Performed field inspections during a time when the policy for inspection participation was being revisited, to lessen the overwhelming reluctance of guards participating I made a compromise with the guards that we would take the inspection photo from the neck down so that they felt their privacy was respected whilst still providing managers and the client with a clear photo showing we were within uniform compliance. This would later become the official agreement between the union and Allied HR.
- After a series of events that left a site locked and unopened beyond working hours and the set time for the post, the client has entrusted me with the keys to the building and I have been working a daily schedule starting at 6:45am opening up the site and ensuring all guards make it on time and are up to the client's standards.

I feel that along with my other experience my time as field supervisor has played the biggest part in preparing me for greater challenges within Allied Universal. I had great opportunities to be in learning situations that I will certainly be faced with as I grow with the company, and I feel I've gained the tools to give our company ideal representation from the operations level.

Service Technician

Splash Pools - South Windsor, CT

May 2020 to October 2023

Seasonal Role

My duties were as follows

- Representing the company in a client facing setting, understanding the issues they are facing with their equipment and effectively educating them on how the repairs will go to ensure they feel comfortable and informed with what they are paying for.
- Keeping track of tool inventory and chemical inventory
- following the guidelines of our chemical education to safely and effectively administer potentially harmful chemicals.
- Serving as "crew lead" and delegating our repair schedule to make sure all assignments are completed properly and in a timely fashion.

- working pre shift or post shift overtime during "peak" season to guarantee each customer receives the same attention to detail and a "no corners cut" service experience.
- Retaining and adding to extensive tool and repair knowledge, and the ability to enter a job site and quickly make sense of the equipment in question and any repairs they may need.

While the pool service industry is vastly different from security, I feel that my experience at this role further refined my customer service and leadership skills. Through working directly with clients in their back yard and operating in a mainly team oriented setting whilst occasionally working independently and adjusting to company needs on the fly.

Parts Manager

Caliber Collision - South Windsor, CT

February 2023 to June 2023

My responsibilities included:

- overseeing the department budget
- Implementation of healthy cost cutting strategies
- Working directly alongside claims department by receiving a repair estimate then creating a cost-effective purchase order within 24 hours
- I handled profit retention duties as well in the form of ensuring unused or damaged parts were returned properly to their respective vendor as well as following up on each return to secure refund. This was performed on a monthly basis.

a couple of significant accomplishments while leading this department was having a key role in taking our sales number from \$350,000 to over \$500,000 monthly. As well as leading a P&L project that resulted in locating over \$20,000 of funds that were hemorrhaging through the estimates process.

Unfortunately, my role came to an end due to budget cuts transferring the tasks of the parts department to the production department.

Overall, I learned a great deal about being in charge of my own division whilst working in a team-oriented fashion alongside other department leaders. While my time at this role was cut short, I feel that it was not in vain because it prepared me for my current supervisory role with Allied, as many of the core functions, expectations, and beliefs echo our goals and ethos.

VSA Lead

EDS Service Solutions - Windsor Locks, CT

September 2021 to February 2023

My responsibilities included:

- serving as the lead member of the VSA team
- Ensuring consistent customer satisfaction
- Delegating tasks/goals through the team efficiently
- Inspected the quality of services before offering them to clients.
- Understanding, addressing, and finding solutions for clients that have complaints or concerns about the service offered.
- Coordinating with management to carry out their interests and serving as the connection between management and VSA's

Education

High school diploma

Skills

- Valet Parking
- Driving
- Delivery Driver Experience
- Load & Unload
- Manual Transmission Experience
- Warehouse Experience
- Box truck
- Customer service
- Service Technician Experience
- Oil Change
- Customer service (4 years)
- Retail sales (2 years)
- Pool Maintenance
- Field Service
- Typing
- Supervising experience
- Customer service
- Cash register
- Restaurant experience
- Driving
- Assembly
- Windows
- CNC
- Tooling
- Manufacturing
- Management
- Cash handling
- Research
- Analysis skills
- Security
- Computer skills
- Leadership
- Communication skills
- Schematics

- Medication administration
- First aid
- Basic math
- Retail math
- Mechanical knowledge
- Heavy lifting
- Moving
- Delivery driver experience
- Interviewing
- Profit & loss
- Inventory management
- Microsoft Powerpoint
- Microsoft Excel
- Writing skills
- English
- Organizational skills
- Cleaning
- Pricing
- Sales
- Microsoft Office
- Retail sales
- POS
- Time management
- Dealership experience
- Phone etiquette

Certifications and Licenses

Driver's License

Guard Card

November 2023 to November 2029

CPR Instructor's license

January 2024 to January 2029

First Aid Certification

November 2023 to November 2029