

RESUME 1018

OBJECTIVE

Motivated and adaptable professional seeking to transition into a stable, growth-focused role outside of general labor and retail environments. Looking to apply strong technical, mechanical, security, and leadership skills in a new industry with long-term career development.

SUMMARY OF QUALIFICATIONS

- Experience across multiple fields: mechanical work, security, technical support, coaching, warehouse operations, and landscaping.
- Skilled mechanic with hands-on diagnostic and repair experience from West Herr Chevrolet.
- Certified forklift operator with additional experience operating front loaders and bobcats.
- Strong background in security procedures, monitoring, and access control from work with Microsoft.
- Technical support expertise including customer assistance, troubleshooting, and system navigation gained at Spectrum.
- Experienced working in high-volume warehouse environments, including loading, unloading, and equipment operation.
- Leadership abilities demonstrated through football coaching at Redmond High School.
- Reliable, versatile, and able to learn new systems, processes, and equipment quickly.
- Strong work ethic with a proven history of safety, efficiency, and teamwork.

PROFESSIONAL EXPERIENCE

05/2006 – 07/2026 **Landscaper (Seasonal)**

Town Housing Real Estate, Buffalo, NY

- Performed full-service landscaping including mowing, edging, trimming, mulching, planting, and seasonal yard maintenance across residential and commercial properties.
- Operated a variety of landscaping machinery, including front loaders and bobcats, ensuring safe and efficient use during larger projects such as grading, debris removal, and material transport.
- Assisted in landscape design implementation, following project plans, installing hardscape features, and maintaining overall property appearance.
- Conducted routine maintenance on landscaping tools and machinery to ensure reliability and safety.

03/2024 - 09/2025 **Mechanic**

West Herr Chevrolet, Orchard Park, NY

- Diagnosed and repaired mechanical issues on a wide range of vehicles using professional diagnostic tools and hands-on troubleshooting.
- Performed routine maintenance including oil changes, brake jobs, tire services, suspension repairs, & safety inspections.
- Completed detailed repair documentation and communicated findings clearly to service advisors and customers.
- Maintained a safe, organized workspace & followed all dealership rules, safety guidelines, & quality-control procedures.

10/2022 - 12/2023 **Tech. Support**

Spectrum, Buffalo, NY

- Assisted customers with troubleshooting internet, phone, and cable service issues through step-by-step guidance and clear communication.
- Resolved connectivity problems, hardware issues, service outages, and account concerns while maintaining high customer satisfaction.
- Documented case details, followed escalation procedures, and met or exceeded performance metrics for call volume, resolution rates, and service quality.
- Educated customers on equipment setup, network optimization, and product features to reduce repeat issues.

02/2021 - 03/2022 **Security**

Microsoft, Redmond, WA

- Patrolled corporate facilities, monitored entrances and exits, and maintained strict access control procedures to protect employees and assets.
- Responded to security alerts, investigated incidents, and completed detailed reporting following company protocols.
- Monitored CCTV systems and coordinated with other security personnel to maintain full-coverage surveillance.
- Provided professional customer service to employees and visitors, ensuring a safe and positive environment.

09/2020 - 06/2021

Football Coach

Redmond High School, Redmond, WA

- Coached student athletes in football fundamentals, advanced techniques, strength development, teamwork, and on-field strategy.
- Created practice plans, coordinated drills, and assisted with game-day preparation, play execution, and sideline management.
- Provided guidance, mentorship, and positive support to students both on and off the field.
- Collaborated with coaching staff to develop cohesive strategies, training programs, and player development goals.
- Ensured student safety through proper instruction, equipment checks, and adherence to athletic department standards.

04/2018 - 03/2020

Forklift Operator

Waymouth Farms, New Hope, MN

- Operated forklifts, front loaders, and bobcats to move products, materials, and inventory throughout high-volume warehouse facilities.
- Loaded and unloaded shipments safely and efficiently, ensuring proper pallet stacking, weight distribution, and equipment operation.
- Conducted daily equipment inspections and reported maintenance needs to ensure a safe work environment.
- Worked closely with warehouse teams to maintain inventory accuracy, organize product flow, and support production demands.
- Followed all OSHA, company safety policies, and operational protocols to reduce accidents and maintain a hazard-free workspace.

EDUCATION, TRAINING, AND ACHIEVEMENTS

High School Equivalent

Oregon Board of Education, Portland, OR