

Newly HVAC Technologies graduate with over a decade of experience in fast-paced technical environments, data analysis, team management, and customer relations. Consistently providing detail-oriented multitasking, and problem-solving skills. Adaptive learner with ability to communicate effectively and meet strict deadlines.

Experience:

Shipping & Production Specialist

Alternative Health Distribution | Mooresville, NC

2024-Present

- **Inventory & Shipping Management:** Process incoming supplies and returns, digitally recording items and conditions, ensuring accurate delivery to designated locations while maintaining organized inventory systems.
- **Operational Efficiency:** Finalize production invoices, alleviate workload congestion in shipping department, and maintain a clean, productive environment to support seamless operations.
- **Production Support:** Assist with machine setups, stock supplies, and optimizing workspaces.
- **Process Innovation:** implement modern solutions to streamline outdated processes, reorganize departments to accommodate new workflows and test machines for troubleshooting and future use.
- **Leadership & Guidance:** Provide professional insight and support to team members.

Manufacturing & Installation Technician

Artisan Signs and Graphics | Cornelious, NC

2022-2024

- **Manufacturing Excellence:** Constructed and maintained residential and commercial signs, transforming vinyl, metal, and wood into high-quality finished products.
- **Installation Operations:** Served on installation crew, completing multiple daily jobs across a wide regional area, often operating bucket trucks to ensure precise and safe installations.
- **Educational Commitment:** Pursued a HVAC Technologies diploma at Mitchell Community College while maintaining full-time employment, demonstrating time management and dedication to professional development.

Production Manager & Customer Support Specialist

Acryness Inc. (Acquired by SmartBill Corp., 2018) | Mooresville, NC

2013-2022

- **Led Production Operations:** Managed end-to-end production processes in a high-volume IT print environment, processing client data through custom software to produce accurate, high-quality outputs, ensuring operational efficiency and quality control for up to 2.3 million parcels monthly.
- **Technical Troubleshooting and Maintenance:** Diagnosed and resolved issues with industrial printers and large-scale folding machines, performing maintenance on components like clutches, compressors, encoders, and software, minimizing downtime and optimizing equipment performance.
- **Logistics & Delivery management:** Coordinated and executed timely deliveries to USPS, diving a 22' box truck with organized, palletized IMB mail, maintaining strict schedules and compliance with postal regulations.
- **Process Optimization & Leadership:** As Production Manager, led a team to streamline workflows, analyze data, and maintain seamless operations, fostering a culture of precision and accountability.
- **Facility Transformation:** Played a pivotal role in reconfiguring physical infrastructures post-acquisition by SmarBill Corp., balancing daily operations with strategic optimization to align with new operational goals.
- **Customer Support & Technical Expertise:** Transitioned to technical support role, leveraging in-depth knowledge of online platforms and databases to resolve payment issues, assist with account access, and guide clients through system navigation, documenting interactions.

Skills:

HVAC Fundamentals, Equipment Maintenance & Calibration, Technical & Electrical Troubleshooting, Wiring & Circuit Diagnostics, Manufacturing, Logistics, Inventory Management, Process Optimization, Team Collaboration

Education:

HVAC Technologies Diploma | EPA 608 Universal Certification | Pursuing Electronic Systems Technology A.A.S Degree