

# Vincent Lagana

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## EXPERIENCE

### **United States Marine Corps, Jacksonville, NC — Motor Transportation Technician**

August 2019 - August 2023

- Assessed equipment for damage, wear, battery life and fluid levels.
- Utilized specialized tools and equipment to diagnose and repair issues.
- Conducted full operational and safety inspections before releasing vehicles for use.
- Performed preventative maintenance on vehicles, preventing malfunctions.
- Ordered new parts for different types of vehicles, resupplying inventory.
- Serviced and maintained vehicles adhering to safety regulations and following EPA guidelines whilst handling hazardous materials.
- Operated transport vehicles and auxiliary equipment to move materials safely to and from target areas.
- Managed part and tool inventory and tracked status of recent orders to maintain accountability of tool and equipment stock.
- Collaborated with other technicians to inspect multiple vehicles for signs of damage.

### **Publix, Palm Coast, FL — Customer Service Representative**

August 2017 - May 2019

- Responded quickly to customer requests for products, services, and company information.
- Offered advice and assistance to customers, paying attention to special needs or wants.
- Maintained customer satisfaction with forward thinking strategies, focused on addressing customer needs and resolving concerns.
- Handled customer inquiries and suggestions courteously and professionally.
- Trained new personnel regarding company operations, policies and services.

## SKILLS

Engine Service  
Transmission Service  
Brake System Service  
HVAC Service  
Documentation  
Fluid Adjustment  
Fleet Management  
Leadership Traits

## CERTIFICATIONS

MVAC Technician 609  
Training Certification  
  
Licenced Tactical Vehicle  
Operator  
08/26/21 - 08/25/29

## EDUCATION

### **Nascar Technical Institute, Mooresville, NC — *Associate of Occupational Studies***

September 2023 - October 2024

### **Flagler Palm Coast High School, Palm Coast, FL — *High School Diploma***

August 2015 - May 2019

## ACCOMPLISHMENTS

- Achieved rank of Corporal
- Supervised a team of 10 staff members through a deployment to Norway and Poland.
- Achieved mission success through effectively repairing a mission essential vehicle in below 0 degree weather.
- Earned and maintained a tactical vehicle drivers license by completing 2 weeks worth of schooling with accuracy and efficiency.