

# Dave Houston

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**Mission Statement:** To be part of a hardworking team that strives to benefit others.

## Education

### **City College of San Francisco**

Associate's Degree in Communications

01/2011-12/2013

### **Pima Community College**

Certification: Emergency Medical Technician

01/2008-12/2010

Nationally Registered EMT

### **Norfolk, VA**

09/2003-08/2007

US Navy-Aviation Boatswain's Mate

## Employment

### **San Francisco, CA**

10/2012-09/2013

#### **Server-LaBoulange Café**

- Served several tables at a time efficiently while providing fantastic customer service.
- Bussed large amounts of tables quickly.
- Exemplified excellent cashiering skills continuously.
- Established a rapport with valued repeat customers.
- Provided top notch barista skills for clients on a daily basis.
- Trained new employees regularly to establish confidence and work ethics.
- Received inventory on a daily basis.
- Closed the café nightly while ensuring quality workmanship.

### **Tucson, AZ**

11/2008-03/2010

#### **Produce Sales Assistant-Fry's Food**

- Assisted management in creating Sale items, and displays. Maintained the sales product and organized inventory.
- Oversaw the produce department at all times. Worked as a team player and a leader. Kept the produce fresh and rotated at all times.
- Created an upbeat sales environment. Left a lasting impression on every customer that I encountered.
- Closed the department regularly. Kept a record of produce expiration dates. Was responsible for receiving and storing the produce load every night.
- Trained several new employees.

### **Tucson, AZ**

06/2008-10/2008

#### **Sales Manager-Synlawn Synthetic Turf**

- Managed Synlawn of Tucson. Worked side by side with the District Manager to incorporate greater business ideas.
- Spoke with customers and gave information on our 25 different types of turf options. Sold installations every day. Maintained a great rapport with every customer. Assisted the district manager with measuring customer's landscape.
- Set installation dates for the company calendar every day. Ordered different amounts of base rock in advance for installations.
- Oversaw four installation team members. Kept installation team motivated and organized every day. Gave installation crew instructions each day. Created a new booklet for the crew with critical

installation details each day. Helped the crew install turf when the team needed assistance. Maintained the installation truck and equipment.

- Collected payments from customers and deposited checks on a daily basis. Followed up with every customer and made sure they remained satisfied.
- Maintained the warehouse at all times. Ordered selected amounts of turf on a daily basis. Made sure the installation crew picked up new turf orders. Made an inventory report each month. Assisted new customers with turf purchases inside the warehouse. Helped customers load turf products into their vehicle with forklift.

**Tucson, AZ**

02/2008-06/2008

**Watson Chevrolet-Service Technician Apprentice**

- Worked under a highly experienced heavy-line technician. Learned how to operate the OBD Vetronix Tech 2 diagnostic tool. Attended General Motors Service Technical College.
- Learned how to service all types of GM vehicles.
- Diagnosed Duramax diesel trucks on a daily basis. Removed and installed transmissions for the head transmission technician. Replaced fuel injection systems on numerous diesel trucks. Replaced the electronic CPU on several diesel trucks.
- Learned how to work efficiently and consistently when completing daily tasks. Learned how to take on difficult jobs. Learned how to uncover problems that were not always visible.
- Worked directly with the service advising staff. Explained and resolved customer concerns.

**Tucson, AZ**

11/2007-02/2008

**AFNI-Customer Care Consultant**

- Received inbound calls from Verizon Wireless customers. Handled every aspect of each customers concern in a timely manner.
- Participated in a one month training course that qualified me for the position. Learned first class customer service skills. Learned how to handle every possible problem that a wireless customer could encounter.
- Changed pricing plans daily. Changed electronic serial numbers when customers upgraded their mobile phone. Received payments on customer accounts daily.
- Handled very complex billing issues. Handled very complex pro-rated minute overages. Learned how to deal with agitated customers daily.
- Incorporated new techniques that helped cut down call service time. Took in as many calls as possible without compromising customer service quality.
- Received training on new products regularly. Promoted new cellular products daily. Explained in detail the operating procedure for new product purchases to customers.
- Gained a friendship with each customer. Listened to every problem with open ears. Corrected each customer's account 100% of the time. Followed up with certain customers who requested extra assistance.

**Norfolk, VA**

09/2003-08/2007

**US Navy-Aviation Boatswain's Mate**

- Stationed on the USS Carl Vinson CVN-70 aircraft carrier. Worked as an Aviation Handler in the hangar bay.
- Educated in the fundamentals of aircraft service and maintenance. Learned aircraft ground handling and operations.
- Took special care handling multi-million dollar aircrafts such as the F/A-18 Hornet Strike Fighter, E-2 Hawkeye, EA-6B Mercury, C-2A Greyhound and VH-60N Nighthawk Helicopter.
- Moved aircrafts into position seamlessly and efficiently for maintenance.
- Retained Aircraft Spotting Dolly qualification. Performed numerous handling maneuvers daily during deployment with qualification. Retained multiple aircraft handling related qualifications such as elevator operator, hot suit fireman, and conflag station watch.
- Maintained the Hangar Bay at all times. Oversaw new recruits and provided pertinent instruction at all times.
- Participated in F/A-18 maintenance. Took instruction from air squadron members when performing high powered engine turns on Strike Fighters.
- Participated in numerous mass casualty simulations. Participated in numerous man overboard drills. Participated in shipboard fire fighting operations daily.

- After 8 month deployment our crew participated in RCOH. Overhauled our aircraft carrier completely. Helped with the installation of a new Nuclear Reactor.
- Learned Honor, Courage and Commitment during rigorous times. Learned how to work as a team player in every situation for the benefit of the Navy. Learned how to work around thousands of personalities for long periods of time.

#### **Relevant Coursework**

- Worked as a team in EMT training. Controlled many types of medical emergencies in a simulated environment.
- Learned critical interpersonal skills during chaotic events in EMT training. Learned communication and interpersonal skills during two days of clinical training at Tucson hospitals.
- Learned every aspect of the human body in EMT training.