

Creative problem solver; highly motivated self-starter; diligent; strong oral, written, and presentation skills.

B.S., University of California, Davis

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## **CAREER HISTORY**

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### **Commercial Pool Systems, Pleasant Hill, CA**

**2011 – 2013**

#### **Customer Support**

- Provided customer support for existing pool installations including troubleshooting and oversaw the creation of purchase orders utilizing QuickBooks for necessary replacement parts.
- Compiled and succinctly organized technical data into client reports focusing on health and safety hazards, necessary immediate repairs, overall system reliability, and economic and environmental savings.
- Improved efficiency and client tracking with creation of Microsoft Access database consolidating information on over 500 clients.
- Created Microsoft Excel macros to streamline office tasks.
- Performed cost/benefit analyses to help customers determine best materials to purchase.

### **Federal Detention Center, SeaTac, WA**

**2013 – 2016**

#### **Kitchen (2013)**

- Supervised team preparing fruits and vegetables for 600 to 900 inmates while strictly adhering to food safety standards.
- Prioritized daily tasks to meet the needs of other departments, inspected quality of product, and monitored inventory.
- Operated industrial food preparation equipment.

#### **Officer's Mess (2014-2015)**

- Supervised team in selecting, preparing, and serving meals daily for staff while strictly adhering to food safety standards.
- Increased attendance more than 100 percent by implementing meal selection changes based on customer feedback and improved meal preparation.
- Planned monthly menus of daily specials and created itemized lists of necessary ingredients and equipment to purchase for successful meal preparation.

#### **Commissary (2015-2016)**

- Supervised team selling commissary items to 600 to 900 inmates.
- Oversaw quarterly inventories, identified discrepancies, and acted as liaison between inmate counters and correctional officer responsible for data entry.
- Monitored stock levels and accepted shipments of product from vendors.
- Collaborated with officers to design layout of new commissary space when the commissary was moved.

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## **OTHER SKILLS**

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- ❖ **Expert with all parts of Microsoft Office** including MS Access, Excel, PowerPoint, and Visual Basic macros.
- ❖ **Proficient with Website Programming Languages** including HTML, CSS, SQL, PHP, and JavaScript.
- ❖ **Proficient with STEM Hardware** including PCs, projectors, document cameras, digital whiteboards, digital photography, and microscopes.
- ❖ **Proficient with Quicken Quick Books.**