

CUSTOMER SERVICE / SECURITY / OPERATIONS SPECIALIST

Innovative Placements

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SUMMARY OF QUALIFICATIONS

Professional, hardworking individual with 20 years of Customer Service, Mechanical Maintenance and Public Relations background. I am interested in using my transferable skills to meet the needs of a Transportation Security Administration or a related position. Possess Class B Commercial Driver's License (CDL) and Stationary Engineering License. Additional experience working briefly as a Security Guard on the Niagara County Fair Grounds.

EDUCATION

Buffalo Public School System 1999-2000
Stationary Engineering Program II License

Erie Community College 1996-1999
Building Management and Maintenance Program

Genesee Community College 1991
Commercial/Industrial Welding Program, Certified Stick and Mig Welder

EXPERIENCE

St. Joseph's Hospital, Cheektowaga, New York 2003-2005
Maintenance Mechanic/Plant Operations/Environmental Services

- Maintained heating and cooling systems, boilers, electric systems, plumbing and carpentry
- Interacted with patients and doctors, delivering medical supplies and fulfilling requests.
- Performed various tasks on medical equipment such as x-ray machines and changed liquid nitrogen/oxygen tanks
- Collected medical waste and hospital debris

Pine Hill Concrete, Buffalo, NY 1995-2001
Plant Operator/Manager-Truck Driver

- Performed extensive customer service on the phone and in person to fulfill requests on cement and fly ash for immediate application.
- Managed daily activities of Fly Ash Plant
- Prepared machinery such as conveyors, diesel engines and all hydraulic systems.
- Filled orders and oversaw discharge of fly ash
- Monitored and documented orders from contractors such Niagara Mohawk and National Fuel.
- Operator of high lift and various heavy equipment such as caterpillar high lifts and bulldozers.
- Delivered cement with a 10 wheel mixer and operated 10 wheel trucks.
- Perform maintenance on equipment and buildings
- Involved with contractors on a daily basis

Dinaire Corporation, Cheektowaga, New York 1977-1995
Building/Mechanical Maintenance

- Preventative maintenance of machinery, buildings and grounds
- Commercial plumbing, boiler operation, electrical systems and carpentry
- Assembled, set up, and operated lathes, multiple drill presses, planers, and routers.
- Transported furniture by use of straight truck