

**Summary of Qualifications**

- Proficient in Microsoft Office (Excel, Word, OneDrive, PowerPoint, Teams and Outlook).
- Great personal skills with sales experience.
- Success-driven individual with strong desire to produce in the field.
- Beginner in Visual Basic and Microsoft Developer. Strong Mechanical Aptitude.
- Experienced in troubleshooting and repairing electrical systems, hydraulic systems, and mechanical devices such as engines, powertrain/drivetrain systems
- Capable of operating various types of welding and cutting equipment.
- Ability to work professionally with diverse populations.
- Working with technical, supervisory, and business personnel to exchange information.
- Possess thorough experience in safe operation of heavy equipment and forklifts.
- Basic skills in AutoCAD engineering along with 3-D design software and printing.

**Education**

FLORENCE DARLINGTON TECHNICAL COLLEGE, FLORENCE, SC

*Mechanical Engineering Technology,**Jul 2018- Present*

- Mechanical Engineering Technology
- Diesel Technology (Caterpillar based)-Secondary field.
- Welding Technology

Degree 2017

FLORENCE HIGH SCHOOL, FLORENCE SC

*General Diploma**2012-2015*

- Certification in Microsoft Office-Integrated Business Applications (2015).

**Professional Experience**

DUKE ENERGY, FLORENCE, SC.

*Jan 2020-present**Customer Service Specialist*

- Learned basic sales techniques, including cold-calls.
- Coordinated meetings with customers, business partners and fellow employees.
- Assisted customers with questions about program application requirements, savings, and expenses. Educated customers about solar energy.
- Worked closely with staff responsible for home improvement and repair.
- Responsible for sales and outreach of solar farm shares in the Pee Dee area.
- Maintained high safety standards in the office and in the field.
- Provided feedback to improve marketing materials.
- Maintained and updated contact lists.

DARLINGTON SERVICE, DARLINGTON, SC.

May 2019-Sept 2019

*Technician*

- Collaborated and communicated with other technicians and supervisors to accurately complete assigned tasks.
- Utilized Electrical and Hydraulic troubleshooting techniques for problem solving.
- Welding Technology often used in order to repair steel mill and mobile equipment.
- Used diagnostic software (CAT-SIS) and service manuals to gain information valuable to repair machinery.
- Actively ordered parts and assemblies from other equipment companies via telephone calls and e-mails.
- Applied my skill set in the diesel equipment shop along with their mill maintenance team

ORCHARD MACHINERY CO., FLORENCE, SC

July 2018-April 2019

*Shop Maintenance Technician*

- Used hand tools, specialty tools, and diagnostic equipment (CAT-ET and CAT-SIS) to repair and diagnose heavy equipment.
- Communicated with the Shop Foreman and Service Manager to order correct parts to execute repairs.
- Formal training and practical application of procedures to conclude common issues with Caterpillar specific machinery and engines.
- Set up and operate metalworking, welding, and cutting equipment.
- Maintained accurate records on Service Link to give customers a valid receipt of repair or preventative maintenance.
- Completed assigned tasks with an assigned mentor with the company repairing electrical systems, hydraulic systems, engines, drive train systems, air conditioning systems, and machine specific systems.
- Accurately used manufacturer service manuals to assist in equipment repair.
- Kept equipment shop neat and organized according to OSHA Standards.

RANDOM'S ITALIAN RESTAURANT, FLORENCE, SC

June '17- May '18

*Laborer*

- Conducted inventory of refrigerators, freezers and storage buildings.
- Priced, arranged and displayed customers catering orders and in-house orders
- Maintained safety and sanitation of facilities based upon industry standards.
- Communicated with other staff and personnel to complete daily tasks