

## Joe S. Snuffy

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Top Secret Clearance (TS-SCI)

### KEY SKILLS & ABILITIES

Multi-Echelon Leadership	Top Secret Clearance (TS-SCI)	Leadership Development
Training Development	Group Instruction Methods	Agency Coordination
Written and Oral Communication	Critical Task Development	Human Resource Management
Professional   Developmental Counseling	Safety   Risk Management	Curriculum Development
Proficient in Microsoft Suite	Proficient in ATLAS and Blackboard	

### PROFESSIONAL EXPERIENCE

#### ASSOCIATE PROFESSOR | INSTRUCTOR

Solutions Through Innovative Technologies, Inc. (STI)  
Leadership Center of Excellence & the United States Army  
Sergeants Major Academy (LCoE & USASMA)  
Department of Command Leadership (DCL)  
Fort Bliss, TX. 79916

03/2018-present

- Educates senior enlisted noncommissioned officers at the NCO Leadership Center of Excellence and United States Sergeants Major Academy by providing undergraduate level instruction utilizing Adult Learning Theory and the Experiential Learning Model (ELM) to military senior leaders.
- Facilitates 177 academics hours of undergraduate-level curriculum focusing on organizational level leadership, workforce management, military doctrine, ethics, mission command and historical perspectives. Routinely uses verbal and written communication during professional instruction and developmental counseling.
- Responsible for reviewing and editing individual lesson plans, lesson series, and associated rubrics within the approved program of instruction for the current and future academic year.
- Provides advice and input to the Department Chair on matters relating to course management plans (CMP), development of course lessons, syllabi, advance sheets and changes within the curriculum. Provides mentorship and advice to military instructors and staff on teaching techniques to in the classroom.

#### SENIOR PROGRAM & HUMAN RESOURCE MANGER | BRIGADE COMMAND SERGEANT MAJOR

The best Armored Brigade Combat Team,  
1<sup>ST</sup> Armored Division Fort Bliss, TX. 79916

12/2015-01/2018

- Senior advisor and program manager overseeing operations for eight direct reporting organizations consisting of a diverse, multicultural workforce of more than 3,500 people.
- Leverages available resources to achieve maximum results by efficiently adapting to budget constraints while operating under ambiguous conditions.
- Analyses, manages and provides oversight on military manpower and resources to support worldwide deployment and contingency operational requirements. Maintains the operational readiness of the organization through processes related to personnel assignment and

integration. Prioritizes, allocates and directs the assignment of human resources based on key skill sets to increase the unit's capacity to perform its core mission.

**SENIOR TRAINER, FACILITATOR and PROGRAM MANAGER | COMMAND SERGEANT MAJOR**

Worldwide Locations

03/2011-11/2015

- Directs and supervises the individual, collective, directed and leadership development training to increase the overall efficiency of the organization through tactical exercises, airborne operations, and field training exercises within Europe and the United States in preparation for contingency operations.
- Principle consultant and advisor on all matters pertaining to the readiness, discipline, individual training, collective training, and leader development of organizations ranging in sizes from 600 to 800 personnel.

**ASSISTANT DIRECTOR of OPERATIONS | BRIGADE OPERATIONS SERGEANT MAJOR**

173<sup>rd</sup> Airborne Brigade Combat Team

11/2010-03/2011

Caserma Ederle, Vicenza, Italy. APO AE 09630

- Assistant Director of Operations for a globally responsive, multicultural and diverse organization. Directs real time response to crisis involving reallocation of resources across eight subordinate organizations consisting of over 3000 employees.
- Provides training and resource management to subordinate executive leadership and their workforce within the corporation resulting in clear guidance in the execution, assessment, and refinement of daily, weekly, annual and enduring project requirements enhancing unity of effort and unity of command

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## Education and Certifications

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**University of Texas at El Paso**

El Paso, TX.

Master of Arts 05/2018

**Major:** Leadership Studies

**Trident University International**

Cypress, CA.

Bachelor of Science 09/2010

**Major:** Business Administration

**Honors:** Magna Cum Laude

- 2018 Common Faculty Development Instructor Course (CFD-IC)
- 2017 Senior Enlisted Joint Professional Military Education
- 2014 U.S. Army CSM Development Program (Brigade)
- 2012 Senior Training Management Course
- 2012 U.S. Army CSM Development Program (Battalion)
- 2011 U.S. Army Europe Pre-command Course
- 2008 U.S. Army Sergeants Major Course
- 2006 Commanders Safety Course

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## **Professional Summary**

A dedicated and dependable Aircraft Mechanic with 6 years of experience in aircraft maintenance, diagnosing and troubleshooting malfunctions in aircraft subsystems. Detailed oriented and able to evaluate maintenance operations and facilities for compliance with directives, technical manuals, work standards, safety procedures, and operational policies.

## **Highlights and Key Skills**

- Preventive maintenance on aircraft
- Troubleshooting aircraft subsystems
- Corrosion control inspections
- Quality control
- Aircraft technical inspections
- Leadership ability
- Supervisory experience
- Good work ethic
- Team player
- Highly discipline

## **Experience.**

**CH-47 Aircraft Mechanic/ Crew Chief**  
**U.S. Army - Fort Bliss, Texas.**

**03/2016 to Current**

- Supervised and provided technical guidance to subordinates performing aircraft and subsystem maintenance
- Plans, conducts, and supervises aircraft technical inspections.
- Participated in flight maintenance test flight.
- Ensured compliance with aircraft configuration, oil analysis program and test measuring diagnostic calibration.
- Performed aircraft maintenance and inspections as per the Technical Manual regulations and FAA standards.
- Coordinate aircraft status and maintenance with the Production Control Department.
- Performed multiple advanced flight control rigs.
- Removed and installed aircraft subsystem assemblies such as engines, rotors transmissions, landing gear, electrical, hydraulic and mechanical flight controls.
- Evaluate maintenance operations and facilities for compliance with directives, safety procedures and operational policies.
- Performed administrative requirements with aircraft maintenance.
- Familiarization of hazardous materials relating to aircraft maintenance and how to properly dispose them.
- Performed aircrew duties.

**CH-47 Aircraft Mechanic**  
**U.S. Army - Fort Wainwright, Alaska.**

**03/2013 to 03/2016**

- Removed and installed aircraft subsystem assemblies such as engines, rotors, transmissions, mechanical flight controls, landing gear, electrical, hydraulic and their components.
- Serviced and lubricated aircraft and subsystems.
- Prepared aircraft for inspections and maintenance checks.
- Performed corrosion control inspections.
- Performed scheduled maintenance on aircraft subsystems.
- Performed maintenance operational checks.
- Performed diagnosis and troubleshooting on aircraft subsystems.
- Performed operator maintenance on tools, special tools and aircraft ground support equipment.
- Prepared forms and records related to aircraft maintenance.
- Performed maintenance trend analysis and applied production control and quality control principles to aircraft maintenance operations.
- Evaluates technical training programs.

**CH-47 Aircraft Mechanic**  
**U.S. Army – Kandahar, Afghanistan.**

**03/2014 to 09/2014**

- Performed CH-47F Helicopter Teardowns and buildups operations in highly stresses environment
- Performed scheduled maintenance work in a high stress environment.
- Completed all maintenance work within set time frames.
- Performed downed aircraft recovery operations in hostile environment.
- Performed corrosion control inspections.
- Performed 25-hour, 50-hour, 100-hour, 200-hour and 400-hour phase maintenance and inspections.

**Marine Electrical Engineer**  
**AET Shipping Logistics - Singapore.**

**02/2008 to 02/2010**

- Performed scheduled maintenance on electrical and electronic equipment's on-board ship.
- Operation of electrical and electronic machineries.
- Testing of safety trips on electrical and electronic machineries
- Monitoring parameters of main engine and auxiliary engines on control panels.
- Troubleshooting of electrical and electronic machineries.
- Removal and installation of electrical and electronic equipment's
- Performed scheduled maintenance on cooling, ventilation and refrigeration systems.
- Performed scheduled maintenance on emergency power supply such as batteries and emergency generators.
- Blueprint reading and interpretation.



# Tonna Williamson

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## PROFILE SUMMARY

Accomplished and results-driven Advisor in Business and Military programs with over 18 years of proven ability to successfully helm volunteer operations and project development. Exceptional experience in cultivating relationships with upper management to facilitate program expansion and positive growth. Experienced in leading project initiatives that streamline operations. Able to align initiatives to achieve strategic objectives and goals.

## KEY SKILLS

- Presentation Skills
- Online Research
- Marketing Campaigns
- 40 WPM
- Project Management
- Relationship Management
- Life-long U.S. citizen
- Budget maintenance
- Organization Planning
- Production assistant

## EXPERIENCE

City Government

Columbus, GA

**Planning Department Administrative Assistant**

November 2014-January 2016

- Managed office staff of eight.
- Assisted Planning Director and Planning Chief in training and process management.
- Carried out a continuous effort to improve operations, work processes; and worked cooperatively and jointly with Engineering Department to provide continuous improvement and customer-driven service to the public.
- Achieved and exceeded assigned goals (including Best Practice development).
- Administered business plans, forecasting, and budgets associated with approved strategic plans and projects, including local marketing and event planning.
- Initiated civic development relationships with businesses, agencies and organizations (public and private) to achieve the strategic goals.
- While in the position, was recognized for quick reaction during crisis situations.

Financial Services

Columbus, GA

**Technology Advisor**

March 2013-November 2014

- Provided input to management in the overall operation of the branch as it relates to members paying specific attention to the flow of traffic in branch lobby.

- Manager regarding responsibilities in the branch pursuant to on-going tech projects.
- Initiated business development relationships with businesses, on-post agencies and organizations (public and private) to achieve the strategic goals.
- During my advisory, Branch achieved the lowest turnover rate for a six month period.

Army Community Service

Vicenza, IT

**Army Volunteer Corps Volunteer Supervisor**

May 2010-May 2012

- Managed recruitment and scheduling for 150+ active volunteers from over 50 local programs affiliated on post.
- Assisted AVCC Director with hiring, training and process management.
- Organized the AFAP conference for two years
- Achieved and exceeded assigned goals (including volunteer enrollment).
- Administered business plans, forecasting, and budgets associated with approved strategic plans and projects, including local marketing, course scheduling and event planning.
- Reported to the Director regarding special events

Financial Services

Waco, TX

**Client Service Consultant**

September 2007- October 2009

- Presided over a Book of Business primarily based on the West Coast totaling \$2.2B.
- Developed quality service programs to ensure client retention.
- Processed remote transactions for the client pursuant to written directives.
- Worked closely with Relationship Managers to strengthen client relationship.
- Managed and analyzed clientele needs based on past service requirements and adjusted plans accordingly.

Financial Services

Gatesville, TX

**Collection Service Representative**

June 2006- August 2007

- Provided crisis intervention to clients who have accounts in arrears
- Worked in a fast paced, high-volume office
- Maintain accurate and complete client records as required by laws, policies, and administrative regulations.
- Coordinate with collection agencies to provide client with payment options.
- Practiced discretion and professionalism

## **EDUCATION**

**University of Maryland**

College Park, MD

Bachelor of Science

Broadcast Journalism/ Minor Creative Writing

## Example of Key Skills for a Resume:

- Proficient at Client Retention
- Bilingual/Trilingual /Polylingual or Multilingual
- Security Clearance of any degree
- Microsoft Suite
- Communication
- Strong Attention to Detail
- Above-average phone skills
- Adaptability
- Creativity
- Conflict Resolution
- Self-Starter
- Multi-tasker
- Leadership
- Training Development
- Developmental Counseling
- Human Resources Management
- Safety Management
- Risk Management
- Risk-Aversive
- Risk Mitigation
- Graphic Design
- Accounting
- Simple Mathematics
- Data Analysis
- Strong Diagnostic Ability
- Welder
- Pilot
- Adult Training Methods
- Group Instruction Methods
- Written Communication
- Oral Communication
- Active Listener
- Strong Interpersonal Skills
- Problem Solving
- Customer Service