

# Sarah Jones

Seattle, WA 98012  
206-555-5557  
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## ADMINISTRATIVE - CUSTOMER SERVICE

Thrives in fast paced, high volume, customer service environments  
Highly organized self-starter ♦ Effective multi-tasker ♦ Public Sector ♦ Results-driven

### EXPERTISE

- Office & Meeting Coordination
- Cash Handling (\$500K/day)
- Electronic Fund Transfers
- A/R & A/P using Oracle
- Accounts Reconciliation
- Proofread & Track all Section’s Documents
- High Volume Customer Service and Call Centers
- De-Escalating Volatile Customer Situations
- Multi-Cultural Awareness
- Maintaining Confidentiality
- PeopleSoft Payroll
- Identifying Efficiencies
- Database Management
- Physical & Electronic Records Management & Archiving
- Policy Administration
- Public Disclosure
- Visio, Adobe, SharePoint
- MS Office 365

*“Sarah is continuously looking for ways to streamline services and has greatly improved office efficiency. She is highly respected by staff and possesses outstanding customer service skill; in fact, she has turned-around several potentially volatile situations. I can’t recommend her enough!” -- Supervisor*

*“She is an incredible listener and problem-solver. I always go to her when I need information.” -- Customer*

## PROFESSIONAL EXPERIENCE

*King County Department of Transportation, Transit Division*

**Administrative Specialist III** 2006 - present  
**Administrative Specialist II** 1999 – 2006

Organize and optimize delivery of a wide variety of administrative and customer support services for a 40 person office and the 100+ walk in customers served daily. Prioritize work of 4 clerical staff to ensure all services are provided timely, accurately and with the highest level of customer service. Support Call Center which receives over 500 calls each day.

### ACCOMPLISHMENTS:

- Compiled and centralized a list of key information, resources, and email templates for use by Call Center staff resulting in a 30% reduction in average hold times for callers
- Acknowledged by supervisor for ensuring a high level of accuracy, clarity, and conformance with King County style guidelines for all documents generated by section
- Accurately enter, track data and run reports in three complex databases (each database has up to 20,000 records).
- Accurately balance three cash registers daily totaling up to \$500K/day
- Collaborated with other departments to centralize customer database for easy sharing and retrieval of information.
- Introduced a user-friendly electronic filing system which reduced file retrieval time 30% and improved response time to Public Disclosure requests
- Earned Customer Service Award in 2010, 2012 and 2019
- Acknowledged by staff as the “go to” person on how to perform a variety of functions in MS Office

## EDUCATION

Bellevue Community College – Bellevue, WA 2012  
**MS Office 2010 Certification**

South Seattle Community College – Seattle, WA 1995  
**AA, Business Administration**

**Jennifer Jones, BA**  
Seattle, WA 98104

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## Community Corrections Caseworker

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Seasoned teacher with 10+ years of experience **administering a variety of assessments** to identify client needs to include need for wrap-around services to address issues as housing insecurity, addiction, and mental health issues, to support clients and their families. Experience using **Evidence Based Practices** and working in the **criminal justice field**.

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### RELATED EXPERIENCE

#### Administrative Specialist II

January 2019 – Present

*King County Adult & Juvenile Detention, Seattle, WA*

Provide direct administrative support to 10 caseworkers. Communicate with participants to encourage program compliance. Document client interactions and records management in ComCor. Monitor client activity and report to caseworkers. Explain procedures to clients, provide them with program information and alert them to potential violations

##### Knowledge/Skills Gained:

- Job shadow and receive mentoring from caseworkers on administering and interpreting the Risk Needs Assessment (RNA) for the last 18 months. After clients leave, discuss possible participant supports and strategies with caseworker
- Shadow caseworkers during conversations with clients about treatments for addictions issues

#### Teacher

*North Creek High School, Northshore School District, WA*

2017 - 2018

*Surprise Lake Middle School, Fife Public Schools, WA*

2016 - 2017

*Tyee High School, Highline Public Schools, WA*

2015 - 2016

*Uvalde High School, Uvalde Consolidated Independent School District, TX*

2014 - 2015

*Sierra Vista Middle School, Covina-Valley Unified School District, CA*

1997 - 2014

##### Knowledge/Skills Gained:

- Support clients who had many layers of life stress and trauma that could manifest in volatile behaviors, including addiction. Regularly identified client needs regarding their mental health, cognitive and behavioral patterns, and interpersonal skills. Collaborated with stakeholders such as social workers, families of clients, and the clients themselves to increase success
- Administer and interpret a variety of assessments and work with stakeholders to design client plans and set goals
- Lead group discussions using motivational techniques to elevate interpersonal skills relating to stress management, conflict resolution, breaking down large tasks into smaller pieces, self-advocacy, and a host of other social skills
- Use Evidence Based Practices (EBP) to decrease drop-out rates and behaviors leading to fights and suspensions

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### EDUCATION AND TRAINING

**Bachelor of Arts, English and Teaching Credential, Secondary English**, California State University, Fullerton, CA

**CLAD Credential (Strategies to support clients with limited English proficiency)**, Los Angeles County Office of Education

**Socratic Method (Motivational Interviewing Principles)**, Washington Office of the Superintendent of Public Instruction, 2015 - 2018

**Trauma-Informed Engagement**, Washington Office of the Superintendent of Public Instruction, 2015 - 2018

- 10 hours of training each year on responding to the effects of trauma on behavior and communication
- Learn processes of **Motivational Interviewing, confronting client behavior, communicating successfully with clients**

**Culturally Responsive Instruction**, Los Angeles County Office of Education

- 3-10 hours of training each year on creating an inclusive environment, implementing awareness of biases
- Learn processes of **Motivational Interviewing** to build relationships: engage, focus, evoke, plan

**Mark Samuel, P.E., C.C.E.**

M.Sc & B.Sc. in Civil Engineering, M.B.A.

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## CIVIL ENGINEER

### SUMMARY OF QUALIFICATIONS

Over 15 years of experience in designing roadways and drainage facilities; specifications writing; planning; scheduling; and cost estimating for several multi-million dollar, cross jurisdictional projects spanning conceptual design to substantial completion. Expert in using and teaching AutoCAD Civil 3D, MS Project, Primavera and Cost Estimating. Team player with track record of successfully delivering complex and politically sensitive projects on time and within budget.

### TECHNOLOGY SKILLS

- CAD: ACAD R2014 (Including Autolisp and VBA programming)
- Roadway Design: AutoCAD Civil 3D 2014
- Planning and scheduling: Primavera P6- R7.0, and Microsoft Project 2010
- Database Management: MS. ACCESS 2010 (Including VBA Programming)
- Spreadsheets: MS. Excel 2010 (Including VBA Programming)
- Word Processing: MS. Word 2010 (Including VBA Programming)
- Graphics: MS. Power Point 2010
- GIS: ArcMap 10, AutoCAD Map 2014

### EMPLOYMENT

**Roadway Design Engineer/Project Manager** January 2002 – present  
*King County, Department of Transportation, Seattle, WA*

Perform design and project management work for over 15 roadways, bridges, stormwater facilities, and temporary erosion and sediment control facilities involving other jurisdictions as needed, varying in size from \$1M to \$50M and spanning conceptual design, final design, construction, and closeout

- Managed work and project timelines for up to 3 consultant firms and 10 internal design engineers at one time
- Completed all projects on-time and within budget
- Successfully managed highly visible and politically sensitive \$25M roadway design project requiring 3 years to complete
- Integrated design and drafting plan sets using AutoCAD Civil 3D, sheet set manager and cross referencing
- Tracked actual performance of projects using Earned Value Analysis in MS Project, Primavera, and wrote database programs in MS Access to complement data collection and tracking

**Part-time Instructor** September 2008 – present  
*Bellevue College, WA*

Teach AutoCAD Civil 3D, MS Project, Primavera and Cost Estimating

**Civil Engineer** February 1999 – January 2002  
*King County, Department of Development & Environmental Services, Renton, WA*

Provide civil engineering reviews of design plans, specifications and maps; monitor and inspect the construction of roads, drainage and erosion control, and work performed by developers in unincorporated King County to ensure County regulations and permit requirements were met; perform code enforcement, bond release and bond forfeiture

- Monitor over 10 different construction projects at one time
- Consistently met or exceeded billable hour rate each month

**Project Engineer** July 1997 – December 1998  
*Reily Small & Partners Ltd., Victoria, BC, Canada*

Conduct National Research Council of Canada benchmarking project to evaluate the

comparative performance of five wastewater utilities in Western Canada, which included the Greater Vancouver Regional District (GVRD) and the Cities of Calgary, Edmonton, Winnipeg, and Victoria.

- Designed a benchmarking system for comparing different wastewater agencies that took into account the agency's size, location, and system components and tested it on several western Canadian wastewater utilities

**Project Engineer**

January 1997 – June 1997

*Blue Pacific Submarines, Inc., Victoria, BC, Canada*

Conduct research on different methods for inspecting live sewer and stormwater systems with excessive depth and access conditions including robots, floats, and winched systems using CCTV, sonar, ultrasonic, GPR, and others.

- Generated a market study for current inspection tools for inspecting live sewer and stormwater systems with excessive depth and access conditions. That study was used by Blue Pacific Submarines Inc. to acquire funds from the National Research Council of Canada for the development of a prototype small size, remote controlled inspection submarine

**Cost Engineer**

February 1988 – August 1996

*A.R. Contractors Co., Madrid, Spain*

Estimate, plan and schedule construction projects with an annual work load of about \$70 M, to include site visits, quantity surveying, equipment selection, planning work cycles, contacting subs for quotations, representing the company in bid opening sessions, and attending hand-over meetings with assigned project managers for awarded jobs.

- Participated in studying and submitting over 50 construction bids
- Participated in the success of the company's bidding team in securing the flow of contracts to the construction division and achieving the required annual market share defined by management

**EDUCATION**

**M.Sc. Civil Engineering (4.0 GPA)**

Georgia State University, Georgia, USA

Thesis: *"An Integrated Construction Project Management System within a Planning and Scheduling Environment"*

**M.B.A. &**

**B.Sc. Civil Engineering**

Alexandria University, Madrid, Spain

**PUBLICATIONS**

**Samuel, S., (1998), "Computer System for the Selection of Trenchless and Traditional Technologies for Underground Utilities", Utility Journal '98, Seattle, WA, USA, June 18<sup>th</sup>-21<sup>st</sup>, pp.350-370**

**CERTIFICATIONS  
& PROFESSIONAL  
ASSOCIATIONS**

**Registered P.E. in the State of Washington, USA**

**Certified Bridge Inspector (NBIS)**

**CCE Certified Cost Engineer with the AACE International (*Association for the Advancement of Cost Engineering*).**

**Terri Thomas, MA**

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### **Emergency Management Program/Project Manager**

Seasoned program manager with five years of emergency management and program management experience.  
I thrive when part of a creative, agile, and diligent team. Areas of knowledge and expertise include:

- ICS and NIMS (IS 100, 120, 200, 546, 547, 700, 800; ICS 300, 400)
- HSEEP
- Continuity of Operations
- Emergency Notification and Alert Systems
- Plan/Conduct/Evaluate exercises, drills and trainings
- Continuous improvement and after-action reports
- City and regional planning
- Operations Center management
- FEMA Public Assistance Program
- Data management and analysis
- Enterprise level strategic planning

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### **Supervisor Testimonials**

*“Terri’s track record is one of success and she is characteristically an intelligent, hardworking, and very efficient and effective person. Anything and everything she is asked to do she does well and with professionalism.”*

*“Terri has demonstrated strong leadership and teamwork. She is always willing to help others in the section and across the department. She actively thinks about how she can support others and how her work can contribute to the success of others.”*

*“Terri quickly established effective working relationships with the staff and elected and appointed officials and interacts very well with the public.”*

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### **Related Experience**

**Emergency Management Operations Coordinator (Project/Program Manager II)** 12/31/18 – Present  
*Public Health Seattle & King County – Director’s Office / Preparedness Section*

Develops department Operations Center procedures. Manages department Continuity of Operations program. Implements department-wide emergency notification system. Plans and conducts exercises and drills and creates after action reports. Develops and provides training and technical assistance departmentwide.

**Key Accomplishments:**

- Led a comprehensive update to the department Operations Center processes and procedures that support core operations as the County’s lead for emergency support function 8. Procedures include job aids, briefing agendas, and other references that have been immediately implemented in the COVID-19 response and were included in a recent drill to prepare for future emergencies.
- Supported the implementation of the division COOP plans during the COVID-19 response to assess which nonessential services should be suspended or downgraded.
- Developed just in time trainings that can be delivered immediately to emergency responders and volunteers before an exercise or incident or to new employees as an introduction to a support task.
- Plans and conducts exercises and develops after action reports to assess capabilities and improve departmental readiness.
- Led the implementation of an emergency notification and alerting system for divisions to use that meets the needs of a diverse group of stakeholders.
- Received recognition from the King County Board of Health and Local Health Officer for my contribution to the 2019 hepatitis A and measles outbreak response.
- Received recognition from the Public Health – Seattle & King County Director for my contribution to the 2019 snow event response and measles coordination.

**Administrative Assistant VI**

12/5/17 – 12/21/18

*State of Hawaii Department of Human Services – Director's Office*

Managed all aspects of the department's Emergency Management Program and served as lead state representative for emergency support function (ESF) 6. Managed the update processes for state and department plans. Trained emergency response team. Managed the Government Emergency Telecommunications Service program. Managed the department's Operations Center during activations. Represented the department at the State Emergency Operations Center (EOC) and communicated critical information to leadership.

**Key Accomplishments:**

- Responded to the needs of department responders and created tools and resources and provided technical assistance to enhance responders' knowledge and utilization of the Government Emergency Telecommunications Service cards.
- Significantly improved working relations between the department and the State EOC, resulting in enhanced ESF 6 preparedness, mitigation, response, and recovery activities.
- Improved emergency repatriation capabilities by convening 30 local, state, and federal stakeholders to solicit input and develop a thorough and coherent State Emergency Repatriation Plan that was vetted and supported by key stakeholders.
- Conducted joint preliminary damage assessments, the results of which supported the state's request and subsequent award of Public Assistance from FEMA.
- During emergencies, supported ESF 6 response activities by activating and managing the department Operations Center; convening and facilitating meetings with over 60 managers and supervisors; recruiting and deploying 50 responders across the state; and tracking employee response hours.

**Individual Assistance Branch Deputy Director**

5/21/18 – 7/31/18

*State of Hawaii Department of Defense – Hawaii Emergency Management Agency / State Emergency Operations Center (EOC)*

Temporarily deployed to HI-EMA to support the state in its ESF 6 response and recovery activities during the Kilauea Lava Flow.

**Key Accomplishments:**

- Coordinated with federal, state, and local agencies as well as community-based organizations to prepare and submit a successful grant application to FEMA for Disaster Case Management (DCM), which resulted in approximately \$900,000 for the community.
- Received recognition from Hawaii Governor Ige for my contribution to the 2018 Kilauea lava flow response.

**Planner V**

10/14/16 – 12/5/17

*State of Hawaii Department of Human Services – Budget, Planning, & Management Office*

Duties were the same as those listed under Administrative Assistant VI above.

**Key Accomplishments:**

- Led the development and implementation of the department's first comprehensive Strategic Plan and associated performance measures, effectively embedding organizational change initiatives and improving outcomes for Hawaii's individuals and families.

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**Education**

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**Master of City and Regional Planning** (Graduated Magna Cum Laude)

California Polytechnic State University, San Luis Obispo, CA, 2010

**Bachelor of Arts in Political Science, Minor in International Studies**

University of Washington, Seattle, WA, 2005

**Jane Simpson**

Seattle, WA 98133

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## Fiscal Specialist

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Seasoned bookkeeper with 5+ years of daily reconciliation that ensure cash balance and daily deposit for up to \$34,000. Resolved complex account payable and receivable issues, and trained bookkeepers on financial systems. Leader with demonstrated ability to train, oversee the work and schedule of up to 94 employees in a fast-paced and high-volume customer service environment. Positive change agent that utilizes Equity and Social Justice & Continuous Improvement (Lean) tools to help customers and employees thrive.

- Cash Handling (\$34K/day)
- Oracle Training (Pcard/Procurement)
- Accounts Reconciliation
- Accounts Payables
- Accounts Receivables
- Advance Excel & Microsoft Office
- Accounting Procedures
- Payroll (94 employees)
- Standard Work
- Database Management
- Leadership/Trainer
- Numerical Analysis
- High Volume Customer Service
- Equity and Social Justice Training
- 10-key Machine by touch
- Continuous Improvement (Lean)
- SharePoint
- Bi-Lingual (Spanish & English)

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*King County Records and Licensing Services, Seattle, WA*

March 2019 - Present

### **Customer Service Specialist III**

Provide direct customer service. Process For-Hire applications and issue For-Hire Licenses. Train new team members.

#### **Achievements:**

- Worked with DES consultant to create a monitoring dashboard in Power BI to display Tier 1 and 2 metrics. Verified the data and researched discrepancies to ensure the integrity of the source data.
- Independently conducted an audit that discovered several erroneous process defects and worked with my team to error proof the process.
- Actively applied equity and social justice principles in my work which allowed me to connect more with our diverse For-Hire driver customers.

*Fred Meyers, Seattle, WA*

August 2012 – March 2019

### **Bookkeeper/ Personnel Coordinator & Front-End Manager**

Completed daily reconciliation, accounting and cash balancing functions using automated financial systems. Managed front end of the store that provided direct customer service. Hired, trained and performed payroll and scheduling for up to 94 employees. Handled all personnel actions to include discipline and termination.

#### **Achievements:**

- Created standard work and training materials for the cash office and customer service front counter.
- Created and maintained a Lean 5S cash office by using visual cues and standard work.
- Followed all rules and regulations for the cash office procedures which resulted in the store achieved a 100% accuracy on every company internal and external (IRS) audits.
- Responsible for and consistently ranked number one in the Seattle division for accurate cash control.
- Personally received 10 out of 10 on all my customer feedback surveys over the past 8 years.
- Detected fraudulent patterns that identified an internal ring of employee thefts.
- Created and organized stores records management system which became the Seattle District's standards.

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## Education and Training

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King County Trainings in:

**Oracle: Accounting 101, EBS iExpense (P-Card Holder), Procurement 101**

Communicating Effectively with Customers, Equity and Social Justice, Lean and Continuous Improvement

**Associates of Arts and Sciences, Accounting, North Seattle College, Seattle, WA, 2019**

**Charles Jones**

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## HEAVY EQUIPMENT OPERATOR

Military veteran experienced in operating forklifts, dozers, backhoes, graders, and other large vehicles

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### EDUCATION and TRAINING

**Bachelor of Arts Environmental Studies**, *University of Washington, Bothell, Washington* 2015  
**Basic Engineer Equipment Operator Course (200 hours)**, *Fort Leonardwood, Missouri* 2013

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### RELATED EXPERIENCE

*King County Department of Natural, Tolt McDonald*

**Parks Maintenance Specialist** 4/2019 - Present

- Maintain multiple acres of parks, many miles of trails, and natural open space areas. Use power tools and operate tractors with fork and bucket attachment to help set up events or to improve park grounds.

*United States Marine Corps*

**Heavy Equipment Operator** 8/2012 – 9/2015

- Operated:
    - Eight different types of diesel engine powered construction equipment with over 300 hours of operating time. Vehicles include, forklifts, dozers, backhoe, grader, and other large vehicles
    - John Deere's Tram 624KR with both front loader and fork attachments, using the front loader to build berms, assist in backfilling roads, loading earth into back of dump trucks in confined spaces, picking up large boulders, and some black blading of roads
    - Medium Crawler Tractor 850JR by John Deere similar to a D-9 and Case 1150E Dozer to build temporary barriers and bases, backfill roads, back blading, and demolish existing roads using ripper attachment
    - Cat 420e backhoe to create ditches, trenches, fox holes, and assist with front loader operations along with Tram 624KR
    - Cat 120m grader to create quick roads and runways for foot traffic, vehicles, and aircraft then demolish the road using ripper attachment and backfilling to cover our tracks
  - Managed and maintained over \$5M worth of construction vehicles, generators, and pumps
  - Planned, lead, and advised over a dozen training operations with 100% accountability and no injuries
  - Instructed Marines on how to use hand/arm signals, properly perform a 360 check on equipment, how to communicate with radio, how and when to perform preventive maintenance on equipment, how to properly operate, load/unload, and transport equipment, how to address and assess safety issues leading to a 100% passing on their license exam
  - Planned and implemented risk management for training operations with no injuries or accidents
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### EMPLOYMENT HISTORY

**Parks Maintenance Specialist**, King County Parks Division, Renton, WA 4/2019 - Present  
**Courier**, FedEx Express, Seattle Station, Seattle, WA 12/2017 – 4/2019  
**Training Officer**, U.S. Marine Corps 11/2015- 11/2017  
**Heavy Equipment Operator**, U. S. Marine Corps 8/2012-8/2015



**Debbi Linesman, BS**

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## Lean – Continuous Improvement Specialist

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Leader - Coach - Lean Six Sigma Green Belt  
Employee Engagement - Project Management - Change Management

*“Debbi has been a long-time champion of LEAN. She is continuously looking for ways to improve how she performs her own work. Through her expert LEAN facilitation and employee engagement skills, she led several teams through process improvement efforts. All of these efforts resulted in streamlined processes which have been implemented.”* Supervisor, 2018 Performance Evaluation

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## Experience

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King County – Licensing Services, Seattle, WA

### License Inspector

November 2017 - Present

Support consumer protections and public safety through hire licensing and regulation enforcement. Served as LEAN expert and facilitator for the section.

#### **LEAN Achievements:**

- Taught Introduction to Lean Basic 3-hour training for 17 co-workers, including my supervisor, which resulted in meeting the section's goal of 100% Licensing staff completing the training.
- Lead Lean/Continuous Improvement (CI) for the work group; facilitated A3 experiments, standard work trainings and visual management system/tier board trainings.
- Informal leader for Lean/CI and ESJ on the Employee Advisory Committee (EAC) for Licensing.

King County – Regional Animal Services (RASKC), Kent, WA

### Customer Service Specialist Supervisor

May 2015 – November 2017

Provided direct supervision of 5 staff including training, assigning, and prioritizing work, coaching, conflict mediation, recognition, development and supporting suggestions for improvements. Served as LEAN expert and facilitator for the section.

#### **LEAN Achievements:**

- Lead Lean/Continuous Improvement (CI) for the work group including facilitating experiments, A3 and standard work trainings, and conducted weekly CI huddles which helped increase the animals' live release rate, reduce animals' length of stay, improved adoption rate, and improved RASKC's positive reputation.
- Worked on customer focused Lean projects; redesigned RASKC phone tree, created a customer friendly online complaint form, created standard email replies, and documented 100% of the call center processes.
- Informal leader for Lean/CI and ESJ on the Employee Advisory Committee (EAC) for RASKC, two of the highlight projects were presented twice at the Washington State Lean conference.
- Taught King County Introduction to Lean Problem Solving resulting in 100% of RASKC (40+) staff trained.

King County – Regional Animal Services (RASKC), Kent, WA

### Administrative Specialist III

February 2012 – May 2015

Provided administrative support which included created the pre-collections and collections process for unpaid Notice of Violations, managed accounts payable, records management, volunteered to be backfill for the call center, and supervised TD workers.

#### **LEAN Achievements:**

- Informal leader for Lean/CI and ESJ on the Employee Advisory Committee (EAC) for RASKC, one of the highlight projects was to help create and execute an employee survey about Lean; we presented survey results to the Senior Leadership that lead to the creation of actions plans.

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## Education and Training

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**BS, Criminology and Criminal Justice**, Portland State University, Portland, OR  
**Certified LEAN Six Sigma Green Belt** and have completed numerous LEAN trainings

# Kris Brown

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## Rail Facility Chief

Experienced **lead, supervisor, shop steward** and **trainer** in a **unionized environment** with **trades experience** along with a passion for learning and applying ESJ to my work and interactions with others. Demonstrated ability to build effective teams, develop talent, communicate effectively, manage conflict, instill trust, value differences, collaborate with stake holders, focus on delivering results, planning and scheduling, optimizing work processes, directing work, and quality assurance through customer focus.

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## SELECTED EXPERIENCE

*King County Metro Transit*

### **RAIL STATION CUSTODIAN & TRANSIT CUSTODIAN II**

April 2020 - Present

*Safeway, Tacoma, WA*

### **MANAGER IN TRAINING**

March 2019 – October 2019

- Schedule meat associates, monitor inventory, control department expenses, collaborate with store manager
- Execute localized merchandizing plans and drive profits

*Supervalu, Tacoma, WA*

### **RECEIVING LEAD**

January 2015 – January 2016

- Plan and schedule daily and weekly workflow and assign daily work to 30 employees
- Collaborate with supervisors, superintendents, receivers, forklift drivers to ensure work is completed correctly and efficiently; perform quality assurance audits; investigate and resolve errors

### **L117 SHOP STEWARD**

January 2015 – January 2016

- Interpret and apply labor agreements and assist in labor negotiations; file and participate in grievance hearings
- Maintain and apply thorough knowledge of contract to provide guidance and interpretation
- Investigate and resolve interpersonal conflicts on daily basis and achieve win-win outcome
- Drive engagement by promoting union meetings and events and encouraging participation; build strong unionized, highly effective team to provide highest quality work force so contract negotiations went easier

### **LEAD TRAINER**

March 2012 - December 2015

- Develop and implement training for new Order Selector hires (approximately 100+ over 3 years)
- Train and supervise new hires, plan and schedule work; work individually with each new hire over 6-week qualification process; oversee new hire orientations for SOP's, safety trainings, and company guidelines
- Train and certify new hires on heavy equipment - electric pallet jacks, forklifts, reach lifts, and cherry picker lifts
- Collaborate with HR to interview and recommend selection of candidates
- Perform weekly evaluations on each new hire and keep files updated; monitor each employee's weekly progress in terms of accuracy, percentage weekly speed goal, correct lifting and operating technique
- Identify and address performance issues to include retraining or taking disciplinary action
- Work closely with superintendent to recommend new hires for additional training and development
- Resolve interpersonal conflicts that arise and recommend disciplinary action when needed
- Instill trust in new hires to effectively coach and train them to qualify for long term employment
- Value cultural difference and provide equitable chances across the board
- Optimize work processes to increase production while maintain safety compliance

#### **Accomplishments**

- Raised retention rate of new hires by 20%
- Successfully trained individuals that later moved on to supervisors, leads, and trainers themselves

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## TRADES EXPERIENCE

Maintaining of my own home:

### CARPENTRY

- Replaced drywall large and small
- Sanded, primed, painted, add texture
- Put in windows, sealed, weatherized
- Installed doorframes, doors, and door hardware
- Replaced and weatherized siding

### PAINTING

- Painted hallways, bathrooms, trim, bedrooms, decking
- Refurbished furniture, sanded, primed, painted, clear coated

### PLUMBING

- Troubleshoot to find and repair leaks
- Replace old sink with new sink and fixtures
- Add piping and add outdoor water nozzle on front of house

### HVAC

- Perform yearly maintenance cleaning and filter replacement

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## EMPLOYMENT HISTORY

Rail Station Custodian, King County Metro Transit Department, Seattle, WA	February 2021 – Present
Transit Custodian II, King County Metro Transit Department, Seattle, WA	April 2020 – February 2021
Order Selector, Sysco, Kent, WA	October 2019 – April 2020
Meat Cutter/Meat Manager in Training, Safeway, Tacoma, WA	March 2019 – October 2019
Forklift Driver, Supervalu, Tacoma, WA	February 2017 – March 2019
Sanitation Specialist/Custodian, Supervalu, Tacoma, WA	February 2016 – February 2017
Receiving Lead & Shop Steward, Supervalu, Tacoma, WA	January 2015 – January 2016
Lead Trainer, Supervalu, Tacoma, WA	March 2012 – December 2015
Order Selector, Supervalu, Tacoma, WA	April 2011 – March 2012
Forklift Driver/Trainer, Regal Logistics, Fife, WA	September 2010 – April 2011
Assistant Meat Cutter, Roadrunner Market, Quartzsite, AZ	April 2010 – September 2010
Custodian/Maintenance Laborer, All Clean, Sumner, WA	February 2008 – January 2009

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## EDUCATION & TRAINING

Completed an extensive number of trainings in a variety of topics including:

- Coaching Crash Course
- 12 Essential Leadership Skills
- The Rookie Manager
- Becoming A Servant Leader
- Diversity, Inclusion, and Belonging
- Communicating in the Language of Leadership
- Lawful interviewing: Conducting Interviews Part 1&2
- Leadership and Red Flags
- New Project Manager Essentials
- Leader Mindset
- Leading with Emotional Intelligence
- Microsoft Suites Training

GED, Tacoma Community College, Tacoma, WA

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## TESTIMONIALS

*"Kris has shown himself to be an excellent employee and a good co-worker. I am glad to have him on our team. I believe Kris will be an asset to any position he develops into."*

- Supervisor (recent evaluation)

*"Well liked by others and gets along with a diverse group." "Handles himself well and seeks personal and professional growth."*

- Supervisor

**SENDY SMITH**

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**ROADS MAINTENANCE SPECIALIST**

*Solution Oriented – Pride in Finished Products – Extremely Reliable – Knowledgeable*

**SUMMARY**

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Seasoned professional experienced in roads maintenance, construction, timber milling and emergency response. Track record of using machinery and tools safely. Clean driving record.

**AREAS of EXPERTISE**

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|---|--|
| ➤ Supervise Work Crews                            | ➤ Safety Training                            |
| ➤ Install/Repair Drainage Systems                 | ➤ First Aid Administration                   |
| ➤ Emergency Response                              | ➤ Inventory and Record Management            |
| ➤ Fire Suppression Response                       | ➤ Scheduling and Production Problem Analysis |
| ➤ Hazardous Materials Handling and Spill Response | ➤ Customer Service                           |
| ➤ Asphalt Paving and Repair                       | ➤ Reading Blueprints                         |
| ➤ Investigations and Citizen Response             | ➤ Carpentry                                  |

**EQUIPMENT and TOOLS**

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- |                              |                           |                           |                         |
|------------------------------|---------------------------|---------------------------|-------------------------|
| ➤ Side Mount Slope Mowers    | ➤ Aggregate Spreaders     | ➤ Takpots                 | ➤ Variety of Hand Tools |
| ➤ Tractor Mount Mowers       | ➤ Grinders                | ➤ Lasers & Transit Levels | ➤ Grading Tools         |
| ➤ Front End Loaders          | ➤ Rollers                 | ➤ Skill Saws              | ➤ Tampers               |
| ➤ Back Hoes and Tractor Hoes | ➤ Forklifts Chainsaws     | ➤ Pipe Saws               | ➤ Trenching Tools       |
| ➤ Vactor Trucks              | ➤ 5 & 10 yard Dump Trucks | ➤ Jumping Jacks           | ➤ Weed Wackers          |

**EXPERIENCE**

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**KING COUNTY DEPARTMENT OF TRANSPORTATION, RENTON, WA**

July 2012 to present

*"I could always count on Sendy to do the job right the first time. He was my "go to" person and I recommend him highly." -- Supervisor*

**Roads Maintenance Worker**

Support the maintenance of over 1,500 miles of paved roadway and 180 bridges. Repair/construct bridges and guardrails; perform carpentry, pave roads; perform river restoration; dredge ponds; install/maintain drainage basins and retention/detention ponds; lay pipe; mow; control vegetation; rate roads to evaluate maintenance needs; 24 hour emergency response. Troubleshoot problems and incorporate environmentally sound practices. Respond to citizen issues and concerns.

**A & B ROOF TRUSS SUPPLY, BELLEVUE, WA**

January 2000 to June 2012

*"His employees strongly respected him because he listened to their ideas and took proactive steps to keep them safe on the job." -- Owner*

**Supervisor/Sawyer**

Promoted within one year to supervisor. Hired, trained, and supervised up to 11 timber mill employees to cut lumber to build roof trusses. Established safety standards that enhanced productivity while reducing serious injuries by 67% in the first year, over 95% in the second year; maintained a high safety record for remaining 3 years. Met deadlines and quotas. Prepared budgets. Monitored compliance with regulations. Investigated accidents. Ordered, received, stocked and managed all inventory.

**EDUCATION, TRAINING and CERTIFICATIONS**

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- Certified: **Fork Lift Operator, Flagger, First Aid and Defibrillation**, King County, WA
- Training in Hazardous Spill Response, Job Safety, Endangered Species Act, Critical Areas Ordinance, Fire Suppression
- Diploma, Issaquah High School, Issaquah, WA

**SKILLED SUPERVISOR and TEAM LEADER****PROFILE SUMMARY**

Results-driven professional with 20 years' service with the US Army in leadership, strategic planning, training, safe-guarding records, emergency management and preparedness programs. Analytical problem-solver with a proven ability to assess organizational shortfalls, develop improvement plans and evaluate plan effectiveness. Skilled in leading teams and programs and in creating collaborative partnerships in multi-cultural environments. Effective communicator skilled in mobilizing people and effectively conveying the big picture as well as their specific roles.

**EDUCATION**

**Associate Degree, General Education,**  
Fayetteville Technical Community College,  
Fayetteville, NC, 2013

**TRAINING & CERTIFICATIONS**

- OSHA Outreach Training Program, General Industry, 30 hours, 2019
- Manager Development 2018 & 2002
- Composite Risk Management Basic Level I 2017
- Support Operations Supervisor Development (SDC) 2016
- Civil Affairs Specialist Senior Leader Course, US Army John F. Kennedy Special Warfare Center and School, Ft Bragg, NC, 2012
- Equal Opportunity Leaders Course, 60 hours, Fort Bragg, NC, 2008

**AWARDS AND HONORS**

- Bronze Star Medal
- Army Commendation Medal x 7
- Army Achievement Medal x 3
- Valorous Unit Award
- Meritorious Unit Commendation
- Army Superior Unit Award
- Army Good Conduct Medal x 6
- National Defense Service Medal
- Afghanistan Campaign Medal w/3 Campaign Stars
- Iraq Campaign Medal w/3 Campaign Stars
- Global War on Terrorism Expeditionary Medal
- Global War on Terrorism Service Medal
- Non-Commissioned Officer Professional Development Ribbon x 3
- Army Service Ribbon
- Overseas Service Ribbon x 4
- NATO Medal
- Ranger Tab
- Compat Action Badge

**RELATED EXPERIENCE****CLINIC SUPERVISOR**

February 2021 to Present

King County Department of Community and Human Services  
COVID-19 Mass Vaccination Clinic

- Contribute to a work environment that encourages knowledge of, respect for, and development of skills to engage with those of other cultures or backgrounds.
- Train, plan, organize, schedule and coordinate work activities of 40 staff; prepare work schedules and staffing plans; approve leaves.
- Create and maintain databases and websites, extract desired information from databases or websites, and monitor, facilitate, and enforce compliance with established criteria, guidelines, and standards.
- Provide specialized information to students, fellow employees, and the public about programs, policies, services, and/or processes provided by the department.
- Administer a process by determining the appropriate procedures to utilize, assuring completion of steps or sub-processes, monitor compliance to standards or criteria, and provide desired output or results.
- Maintain complex/large filing systems by filing and supervising the filing; monitor compliance with procedures, organize the contents of files, and plan purging and storage schedules.
- Coordinate and bill for services provided by vendors or departments by arranging appointments, creating, and maintaining required records, coding procedures, processes, and services.

**CIVIL AFFAIRS SPECIALIST**

January 2012 to January 2021

US Army Ft Bragg | Ft Stewart | JBLM

- Participate in analysis, planning, and production of civil affairs documents and actions, which involves supervision, research, and coordination.
- Create and maintain a collaborative relationship with civilian aid agencies and civilian relief and emergency assistance organizations by fostering continuous dialogue.
- Establish programs to benefit the local population, including locating and acquiring local resources needed for US military operations.
- Coordinate civilian and military use of public communications, as well as resettlement of dislocated civilians.
- Establish and maintain systematic cross-referenced civil affairs records and files, while safeguarding classified information.

**TEAM LEAD | INFANTRY**

2001 to 2012

US Army | Ft Bragg NC

- Assist commander in planning, organizing, directing, supervising, training, coordinating, and reporting activities of the platoon (up to 50 staff); directly supervise a team of six.