



DyNexus
RECRUITING
PROACTIVE SOURCING PROGRAM
CANDIDATE - daU2haoL

Professional Summary

Organizational trainer, ERP Business consultant and veteran with 14 years of service in the United States Army and 1 year in **Acumatica**. Led teams toward measurable results, through assessing operations and procedures in various fast-paced and dynamic environments. Areas of Excellence:

Acumatica ERP / Instructional Design / Operational Planning / Change Management / Training & Development / Systems Analysis

Experience: Acumatica Badges; Lean Six Sigma Green Belt Training; Microsoft Office Suite; Adobe Suite; HTML programming

Professional Experience

Acumatica ERP Business Consultant Jun 2022-April 2023

*****, Richardson, Texas

Managed Support providing valuable resolutions, coaching and customer care. Assigned, triaged and handled support cases to support the company customer care plans.

- Managed, assigned and answered support cases for ***** customers.
- Shortened the response time to cases during my tenure with the company.
- Earned **Acumatica** badges and increased my understanding of the software.

Hiring our Heroes Corporate Fellow at ***** Jan 2022-May 2022

*****, Renton Washington

Collaborated with the Volume Sales department to streamline their systems and increase efficiency in on-boarding new volume sales representatives resulting in a more enriched and cohesive team.

- Processed 152 competitive sales requests, and 118 volume sales orders of \$1.8 million.
- Facilitated automation of engine order process resulting in 18-man hours per week of savings.
- Used six sigma process to refine the volume sales reference documents.

Observer Coach Trainer Jun 2018 – Jan 2022

US Army, Joint Base Lewis-McChord, Washington

Engaged with the National Guard (NG) and Reserve units to ensure they are ready to accomplish their wartime missions and earned my lead six sigma green belt.

- Trained a team of 8 and together mentored with 4 California National Guard and Reserve units, resulting in increased ability and flexibility in California NG units.
- Supported 3 major Instrumented Brigade Exercises, resulting in increased combat readiness of units trained.
- Managed clearances for 53 active-duty service members and assisted the battalion operations officer in coordinating unit operations, resulting in 100% readiness.

Observer Coach Trainer Mar 2016 – Jun 2018

US Army, Fort Bliss, Texas

Mentored 14 US Army Reserve and National Guard Company Commanders as they prepared for deployment.

- Led a team of 8 that trained over 58,000 soldiers, resulting in prepared units deploying.
- Worked as logistical officer mentoring three National Guard battalion logistics officers, resulting in prepared units deploying.
- Supervised the maintenance of \$17.8 million worth of organic and installation equipment, resulting in 100% availability and operability of all equipment issued.

Company Commander Oct 2012 – Aug 2014

US Army, Fort Polk, Louisiana, United States

Forged a team of 40 instructors that trained Combat Advisor through weeks one-four and six of the eight week Joint Security Force Assistance Course.

- Led a team of 39 that trained 2,832 Army, Air Force, Navy, and Department of Defense combat advisors in proper use of weapons and vehicles, resulting in 2,832 prepared units deploying.
- Chaired the develop of the “Afghanistan-Pakistan (AFPAK) Hands Concealed Carry Course” through cooperation with the “Asymmetric Warfare Group”, resulting in a quality course teaching sophisticated styles of individual self-defense use by members of the AFPAK Hands program.
- Coordinated the management of \$6 million worth of instructional equipment through accountability, resulting in 100% availability and operability of all issued equipment.

7 Ma July 2010 – June 2011

US Army, Kabul, Afghanistan

Deployed for a year to Afghanistan to work the Counter-Insurgency Training Center Afghanistan (CTC-A) in Kabul.

- Worked across cultures and languages to instruct counterinsurgency methodology to over 2,000 service members from the US, UK, Australia, France and Afghanistan.
- Consolidated broad pieces of data to communicate key results to the general public through social media posts and pamphlets.
- Served as the operations officer for the CTC-A who facilitated and synchronized activities across cultures, languages, coordinating with multiple coalition agencies and partners throughout Afghanistan, resulting in smooth operations for the CTC-A.

Education:

***** **University**

Master of Education (M.Ed.)

Instructional Design specializing in hybrid or fully on-line Multimedia Instruction Activities:

Volunteered with AWANA clubs, Ran Disneyland half-marathon

The University of *****

Bachelor of Science (B.S.)

Field Of Study Interdisciplinary Studies concentrated in Biology and Chemistry Activities and

Societies: ROTC, Christians on Campus, Student Baptist Ministry

Military Schools: Anti-Terrorism Level II; Operations Security Level II; Chemical Captains Career Course; Center Explosive Hazards Course; United States Air Force Air Load Planners Course; Unit Movement Officer Deployment Planners Course; Chemical Basic Officer Leader Course; Airborne School;

Acumatica Badges: Business Consultant; Inventory and Order Management; Implementation Project Manager; Project Accounting; Advanced CRM; Technical Specialist; Systems Administrator; Advanced Financials; Fixed Assets; Manufacturing Business Consultant; Support Specialist