

## MILITARY TRANSITION / HR

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### US Citizen

Veteran's Preference: 10 Points, 30% or more eligible, VRA  
Highest Previous Grade: N/A  
Security Clearance: Previous Secret Security Clearance

## PROFESSIONAL PROFILE

Recently completed military service and a Master of Arts in Organizational Management. Gained significant leadership service in the U.S. Army to complement existing Human Resources skills garnered from previous background in restaurant management. Also hold a Bachelor of Science degree with a major in Technical Management and a minor in Hospitality Management including HR components. Familiar with gathering data for HR reports, researching regulations and guidance as necessary, interpreting applicability of HR regulations to various situations, working with senior management in an organization, and presenting information to a variety of groups and individuals.

## PROFESSIONAL HISTORY

05/2015 to 07/20109, LIGHT WHEELED VEHICLE MECHANIC, U.S. Army, Fort Campbell, KY 42223, 40 hours per week, Contact me first.

MANAGED PERFORMANCE of military and civilian staff in military motor pool by training, assigning duties, checking assignments to monitor proper completion and making staff recommendations based on performance of job duties. COORDINATED STAFFING by harmonizing work schedules with vehicle maintenance requirements and scheduling.

Directly performed a variety of mechanical operations to maintain wheeled vehicles and trailers. Inspected, serviced, maintained, repaired, replaced, adjusted and tested vehicles to complete regular scheduled maintenance or to diagnose and repair malfunctions. Serviced automotive electrical systems including wiring harnesses and starting and charging systems. RESEARCHED AND GATHERED INFORMATION relative to appropriate calibration of equipment.

Trained staff by PRESENTING INFORMATION TO INDIVIDUALS AND GROUPS VERBALLY. Presented training in safety matters as well as in vehicle maintenance

including checking transmissions, oil and check lights, and other automotive operations and parts. Mentored, coached and motivated staff members.

DEVELOPED EMPLOYEES in all facets of the job and maintained excellent EMPLOYEE RELATIONS by instructing individuals to develop skills and progress in their careers. Counseled individuals with personal or family issues and assisted them with resolving problems to ensure productivity and teamwork.

Maintained strong knowledge of military REGULATIONS AND OTHER GUIDANCE by researching applicable processes, procedures and guidelines. Served as primary contact for calibrated equipment for the entire company. Communicated verbally and in writing to answer questions and resolve issues. INTERPRETED THE APPLICABILITY OF A WIDE VARIETY OF REGULATIONS TO VARIOUS SITUATIONS.

**ACCOMPLISHMENTS:**

- +Directly managed and supervised 15 to 20 military personnel and four civilian staff members by assigning and overseeing work.
- +Ensured comprehensive training and opportunities for cross training to maximize staff skills and opportunities for promotion.

10/2010 to 07/2014, SAW OPERATOR, Pallet Systems, 330 Industrial Road, Plymouth, MI 48150, 40-50 hours per week, Contact me first.

Operated industrial table saws and chop saws to cut parts used in manufacturing wood pallets. Operated forklifts and 18-wheel trailers to load and unload pallets on trailers and in storage areas.

Selected as leader of the saw room with responsibility for EMPLOYEE DEVELOPMENT and training. Trained new workers on how to operate machines and maintain safety standards while operating potentially hazardous equipment. Focused on PERFORMANCE MANAGEMENT when performing inspections to maintain product quality and safety standards.

Communicated verbally to PRESENT INFORMATION TO INDIVIDUALS AND GROUPS when providing safety training and operational instruction. Oversaw team performance in delivering high quality products within specified timelines.

**ACCOMPLISHMENTS:**

- +Gained significant leadership and training experience in an industrial setting.
- +Cut more than 1,000 parts daily by operating industrial table saw.
- +Trained and certified to drive Hi-Lo Forklift.

09/2008 to 07/2010, ASSISTANT MANAGER, Pizza Hut, 662 Avenue, Detroit, MI 48864, 50+ hours per week, Contact me first.

Served as Assistant Manager of a pizza operation by directing daily restaurant operations including selection, development and performance management of employees aimed at overall employee customer satisfaction and employee retention. Ordered food and supplies and maintained inventory to optimize profits.

Assisted in hiring new employees by establishing POSITION CLASSIFICATIONS AND PAY LEVELS. Researched previous venues for advertising job openings and ensured that positions were advertised prominently to attract good work candidates.

Assisted with new hire interviews by asking questions and evaluating applicant responses, including resumes and applications. Other STAFFING ACTIVITIES included selecting candidates for additional interviews, determining which were the best prospects for specific positions and making recommendations to management for final hire selection.

Provided groups and individual new hire orientation sessions to DEVELOP NEW EMPLOYEES. Explained the company's processes, policies and procedures, particularly those pertaining to WAGES AND BENEFITS. Presented information to INDIVIDUALS AND GROUPS VERBALLY AND IN WRITING. Researched Human Resources (HR) policies, procedures and other guidance to refer to specific company rules.

Coached staff in customer service explained non-confrontational procedures for dealing with issues or complaints. Observed employee performance, coached in areas that required improvement and commended on work well done. Recommended additional hours and pay raises for superior performance. Oversaw all aspects of operations, customer service and general employee PERFORMANCE MANAGEMENT.

Managed EMPLOYEE AND LABOR RELATIONS. Distributed work assignments evenly and fairly, promoted teamwork and advanced employee morale through incentives and recognition. Tracked employee activities and reported staff efficiency. Evaluated the restaurant's overall performance in relation to employee productivity.

Performed a variety of administrative tasks including COMPLETING WEEKLY REPORTS and ensuring that cash management was accurate. Interacted verbally and in writing with vendors to order produce. Created purchase orders, checked invoices against purchase orders to ensure correct merchandise was received, and entered data into a proprietary database system. Monitored and managed inventory to maintain product freshness and ensure adequate supplies of all products.

#### ACCOMPLISHMENTS:

- +Managed, trained and schedule more than 30 employees of all types to serve customers in a 90-seat pizza restaurant environment.
- +Managed and directed all aspects of customer service by overseeing food orders and ensuring quick and accurate preparation.
- +Contributed to the restaurant obtaining a C.E.R. score of 92% during inspection.

- +Directed shifts that exceeded \$3,000 in sales with a staff of seven employees to handle both dine-in and carryout.
- +Supervised a staff ranging in size from 10-25 individuals per shift.

## EDUCATION

Master of Arts, University, Clinton, IA, 33 semester hours, Major: Organizational Management, Minor: Health Care Administration, Emphasis on Human Resources, GPA: 3.55/4.0

Bachelor of Science, University, 122 semester hours, Major: Technical Management, Minor: Hospitality Management, GPA: 3.30/4.0

## TRAINING

Combat Lifesaver Course, U.S. Army, 1 week  
Basic Combat Training, U.S. Army, 9 weeks  
Wheeled Vehicle Mechanic, U.S. Army, 2 months

## AWARDS, HONORS, RECOGNITION

National Defense Service Medal  
Global War on Terrorism Service Medal  
Army Service Ribbon

## MEMBERSHIPS

Lifetime Member, SALUTE National Honor Society

## MILITARY SERVICE

U.S. Army, 05/2011 to 07/2015, Honorable Discharge