

DYLAN SMITH

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Summary

I am a person who is goal oriented, self motivated, and always striving for greatness. Bringing a strong work ethic and excellent organizational skills to any setting. I am excited to bring exceptional problem-solving skills and abilities to enhance operations. I am eager to learn new skills and advance my knowledge with hands-on experience. An enthusiastic student with superior skills in working in both team-based and independent capacities. My background consists of 2+ years within the construction field, 2+ years in management, and 2+ years in customer service.

Skills

- ❖ Personnel recruitment
 - ❖ Time management
 - ❖ BPI Energy auditor certified
 - ❖ OSHA training
 - ❖ First aid certified
 - ❖ Customer Service
 - ❖ Lead Renovator certified
 - ❖ Project inspections
 - ❖ Employee coaching
 - ❖ Equipment maintenance
 - ❖ Quality control
 - ❖ Customer Support
 - ❖ Microsoft 360
 - ❖ Confined Space certified
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Experience

Weatherization Customer Support Representative & Assessor ~ 03/2022 to present / KCCSI Kankakee, IL

- ❖ Evaluated goals with coordinator and state technicians to create production strategies.
- ❖ Received and responded to daily calls from contractors and clientele.
- ❖ Curated job specific work orders for contractors
- ❖ Reviewed and approved client personal paperwork
- ❖ Input client information into excel spreadsheets and assessments documents into state databases to provide management with quick access to essential data.
- ❖ Tested components, assemblies and systems to diagnose problems.

Field Organizer ~ 11/2021 to 02/2022 / CADC-LLC Joliet, IL

- ❖ Worked with management staff to evaluate goals and create implementation strategies.
- ❖ Led interviews and skills assessment for prospects for employment.
- ❖ Recruited, coached, and oversaw employees.

Lead Technician ~ 09/2020 to 09/2021 / Black Wall Design Co. Oak Lawn, IL

- ❖ Oversaw daily operations, delegated tasks and assignments and implemented strategies to optimize workflows.
 - ❖ Completed preventive maintenance to maintain production and equipment in accordance with safety protocols and company policy.
 - ❖ Managed quality control and maintained a high level of customer satisfaction.
 - ❖ Entered and distributed work orders to other technicians.
 - ❖ Fostered relationships with internal and external customers.
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Education and Training

- ❖ Human Performance and Fitness ~ Saint Ambrose University Davenport, IA
 - ❖ Health Administration ~ Governors State University, IL
 - ❖ BPI Certification (Energy Auditor & QCI) ~ University of Illinois Indoor climate research & Training, IL
 - ❖ High School Diploma ~ Bradley-Bourbonnais Community High School Bradley, IL
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Awards & Accomplishments

- ❖ (2014-2018) National Honors society
- ❖ Cornerback Captain
- ❖ Volunteer of the year of Kankakee county
- ❖ Tau Sigma Honor Society