

# Ana Brown

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## PROFILE

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Ambitious and driven professional seeking an entry level diesel mechanic position to build upon basic vehicle maintenance skills and develop a solid background in diesel mechanics. I am eager to apply my leadership skills and knowledge to a position in your dynamic company. Willing and prepared to relocate throughout the US. Bilingual in English and Spanish.

## SKILLS

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- Technically inclined - Experienced in Microsoft Word, Excel, and Outlook
- Skilled in customer service
- PMI
- Personable
- Motivated
- Flexible
- Experienced working in teams and independently
- Accurately perform pre and post trip inspection
- Adaptable
- Brakes
- Comply with all DOT regulations
- Diagnostics
- Efficient
- Electrical
- Emissions
- Problem solve logistics/route to avert disruptions in transportation
- Safely operate vehicle and its cargo

## WORK EXPERIENCE

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### **Eagle Plumbing and Heating, Laramie, WY**

2020

#### *Office Administration*

- Work in a fast-paced environment while having an eye for detail
- Dispatching service technicians throughout the day while coordinating with customers' schedules
- Customer service, client relationship management
- Invoicing, payroll, maintaining customer accounts, filing, record keeping, and more

### **Sedgwick County, Wichita, KS**

2019

#### *911 Emergency Communication Representative*

- 911 call taker, being the first point of contact in emergency situations
- Effective communication, clear reasoning, analyzing situations rapidly and accurately, follow instructions precisely
- Operate complex computerized equipment while simultaneously monitoring multiple screens, reading maps, and responding to callers
- Requirements for this position included: 911 Academy Training, OJT, First Aid Training, background checks, multiagency clearances, etc.

### **Innovative Exteriors, Minneapolis, KS**

2015 – 2018

#### *Office & Field Manager*

- Creating master sheets and files for company records, archiving, accounts receivable, accounts payable, and heading client relations
- Set company goals, locate vendors, organize meetings, company liaison between clients and insurance, ensure company equipment maintenance
- Filing and securing municipal and county licenses and bonds; securing proper insurance paperwork; ensuring that all equipment and supplies were readily available; and arranging overnight accommodations; scheduling for clients, crews, subcontractors, and vendors
- Oversight of work sites, delegating crews and subcontractors, inventory / order placement, storage facility organization, supply drops, measurements, field scouting, quality control assessments, etc.
- Bidding and estimates, invoicing, and payment collection

### **American Red Cross, Wichita, KS**

2012 – 2015

#### *Collections Technician 2*

- Being a CT2/phlebotomist for the ARC required many things in the collection of whole blood donations and the health history and screening process: providing donors with exceptional customer service, privacy while working with sensitive information, safety working with blood products, knowledge in my field, etc.
- Changing work locations daily and preparing supplies for each individual location; loading and unloading equipment; being familiar with each locations individual needs and requirements; and being self-reliant
- Setup, collect, ship, and then tear down Blood Drives

- Stocking, inventory, and knowledge of working in an office setting was required; clinical setting where whole blood, red blood cells, and platelets were all collected
- Experience with several computer programs, including QR coding, Dell EMC and VMware, researching, AS400 data entry, collecting and shipping, running reports, being knowledgeable of all policies and procedures, working responsibly, and all by working at a fast, safe, and efficient pace

## EDUCATION

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**American Diesel Training Center**, Columbus, OH December 2020

*Diesel Mechanic/Technician*

- Selective program designed to supply industry with vetted, high character, proficiently trained technicians.
- Introduction for entry level preventative maintenance technicians.
- Hands on intensive program focusing on PMI, electrical, diagnostics, brakes and emissions.
- Shop safety, electrical, brakes, wheels, tires, driveline, steering, suspension, alignment, HVAC, engine basics, after treatment, PMI training, and hands-on training

**Sedgwick County 911 Academy Training**, Wichita, KS 2019

*Emergency Management Communications*

- Emergency management training, 911 call taking, 10-codes, communication skills with various emergency departments (e.g. police, fire, sheriff, airports, military, etc.), and use of various detailed programming was obtained throughout the course of training.

## CERTIFICATIONS

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**CPR & First Aid**, Laramie, WY February 2020 - February 2022

American Red Cross Certification for First Aid and CPR

**Mandt Training**, Laramie, WY February 2020 - February 2022

The Mandt System is a 3-part training covering relational skills, conceptual skills, and technical/physical skills that help develop a culture that provides for the emotional, psychological, and physical safety for everyone involved. This training is specifically designed to deescalate emotional and physical situations and altercations.

**Medication Aid**, WY February 2020 - February 2021

Medication aid assistance training and certification

**EPA MVAC 609**, ADTC December 2020

**Bendix Air Brake Systems**, ADTC December 2020

**Stemco - Total Quality Maintenance Training Program**, ADTC December 2020

Crewson ABA Installation

Kaiser Qwik Kit

Distributor Sales Training

Part 2: TQM Wheel End-Discover Voyager Installation

Part 2: TQM Wheel End Grit Guard Installation

Part 2: TQM Wheel End-Guardian HP Installation