

MICHAEL D. SMITH

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PROFESSIONAL SUMMARY

Passionate and driven professional with a robust background in aviation maintenance and centralized operations coordination. From my service in the U.S. Air Force, I've gained skills in preventative maintenance, administrative excellence, and effective communication. With a knack for equipment management and regulation compliance, I thrive in dynamic, challenging settings where my innovative problem solving and team collaboration can shine.

SKILLS

- Hand Tools
- Pneumatic Tools
- Refrigeration Handling
- Communication
- Coordination
- Adaptability
- Resource Management
- Security Protocols
- Teamwork

WORK EXPERIENCE

U.S. Air Force | Offutt Air Force Base, Nebraska

Operations Center Controller

January 2025 – Present

- Improve controller efficiency by consistently updating processes and protocols
- Communicate critical information to senior leadership and aiding decisive operations
- Monitor aircraft statuses and coordinate with pilots for flight operations
- Regularly test communication systems to identify failures and coordinate repairs
- Lead command and control operations during emergencies, ensuring prompt crisis response
- Maintain security for classified workspace, verify entry of authorized personnel
- Perform quality assurance reviews for inter-team program updates and team testing

Aviation Support Equipment Technician

August 2019 – January 2025

- Performed scheduled and unscheduled maintenance on mechanical, electrical, hydraulic, pneumatic, and refrigeration systems
- Accomplished the daily inspections and dispatched equipment in support of aircraft maintenance and flying operations
- Operated tow vehicles and support equipment around aircraft for airside operations
- Ensured environmental compliance in the storage, handling, and disposal of hazardous materials
- Coordinated logistical equipment shipments to various field assignments
- Utilized maintenance information systems to document actions, maintain records, and analyze maintenance trends

Market Basket Supermarkets | Fitchburg, Massachusetts

October 2017 – June 2019

Customer Service Associate

- Engaged with customers by assisting with returns, exchanges, and item location to enhance overall satisfaction
- Handled lottery sales and payroll processing transactions with precision and care
- Effectively resolved customer issues using strong communication and empathy
- Built strong customer relationships by answering product-related inquiries
- Worked collaboratively with team members to streamline operations and improve efficiency

EDUCATION

High School Diploma

St Thomas Á Beckett Homsechool | Fitchburg, MA | May 2019

CERTIFICATIONS

EPA Section 608 Core | U.S. Environmental Protection Agency | *Does not Expire*
EPA Section 608 Section Type I & II | U.S. Environmental Protection Agency | *Does not Expire*
Nebraska Notary Public | Nebraska Secretary of State | *Expires January 2028*
Top Secret Security Clearance | Department of War | *Expires September 2030*
TWIC Card | Transportation Safety Administration | *Expires August 2029*

TECHNICAL COMPETENCIES

Software:

Microsoft Office (Outlook, Word, Excel, OneNote, Teams, OneDrive) | Adobe

Operating Systems:

Mac | Microsoft Windows

Communication Systems:

VESTA 911 | BlackBerry AtHoc | Federal Signal Commander | UHF/HF/VHF radios | SiRcom SMART Alert

Mechanical & Electrical Systems:

Power Generation Equipment (Diesel/Gas Turbine) | HVAC/Refrigeration | Pneumatic Systems | Air Compressors

Hardware & Diagnostic Tools:

Mechanical/Power Hand Tools | Multimeters | Hydraulic Test Stands | Aircraft Jack Load Testers