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SUMMARY

I fix causes, not symptoms.

Seven years across technical support, device repair and product training, and most recently the design and operation of a private AI agent system, including the verification checks that keep its output honest.

My work has moved one layer deeper each time: from serving customers, to running the operation, to repairing the hardware, to automating the recurring work behind all of it. What I want now is the layer where the recurring problem gets fixed at the source.

Where I’m missing something now, I’ll have it by the time it matters.

EXPERIENCE

FC Associate I (L1), Amazon Fulfillment Center, Bristol, IN | March 2026 to present - I work the **two chokepoints every package in the building passes through**: AFE, where inbound product is boxed and labeled for dispatch, and Ship Dock, where the outbound conveyors stage freight for loading. Both run a flow desk, and the two coordinate continuously to keep lines and machinery running. - **A stoppage in either section halts the building**. Thousands of packages back up behind it. Early fault detection isn’t a bonus in those roles; it’s the function. - I also work the upper floor, where **automated mobile robots reposition the packing walls across the whole deck**: five floors and five football fields of hardware under software control, running continuously. - What I observe there: the same tray sorters fail in the same way, and they’re replaced rather than diagnosed. **That’s what moved my attention to the systems side of the work**. I’d rather find the cause than clear the same fault repeatedly.

Delivery driver, DoorDash, Goshen, IN | September 2025 to March 2026 - **Gig delivery while job hunting in a new state**. Moved to Indiana in September 2025 and worked the app until the Amazon start in March, applying for work continuously in between.

Repair Technician, uBreakiFix, Akron, OH | May 2025 to September 2025 - **Hardware repair across the shop’s full intake standard**: *“anything with a power button.”* Phones (every model with a sourceable part), PCs and gaming consoles, and legacy hardware down to VCRs and original Atari units. - **Trained in diagnosis rather than procedure**. The role taught fault-finding (determining *why* a device failed and what that failure affected downstream) rather than how to follow a repair tutorial. That distinction separates a technician from a parts-swapper, and it’s the part of the work I kept. - Handled the full spread: accidental damage, hardware faults, and software bugs. Asurion’s mobile stream,

including all of AT&T's insurance repairs. - **Perfect attendance and the monthly bonus threshold met throughout**, against a live repair queue. - **Left to relocate to Indiana; first day in the state September 22, 2025.** The repair work is the part I'd have kept. The relocation is why it ended.

Time away from work | June 2024 to May 2025 *Health issues that needed surgery, and the recovery after. Back to work in May 2025.*

Lead Samsung Experience Consultant, 2020 Companies (Samsung Electronics America program), Best Buy, Cuyahoga Falls, OH | July 2022 to June 2024 *Employed by 2020 Companies, a national retail agency that staffs brand programs inside retail; this posting was the Samsung program at Best Buy. The role works directly with Samsung leadership. An odd middle ground, and worth saying plainly rather than letting a background check explain it.* - **Took the store from 43% to sales goal (second lowest in the market) to second highest in the market**, and reached **331% to goal in a launch month**, while taking two days off I'd normally have surrendered. - **Worked alongside Samsung through launch phases under NDA**, learning and launching product features across hardware, software and AI ahead of public release. - **Trained the Best Buy team** on the whole mobile ecosystem, feature by feature, and on the objections that actually came up. **Associates brought me the ones they were stuck on, I took the sale from where they left it, and afterwards I walked them through it privately.** They kept the customer and learned the answer, instead of reading it off a sheet. - **Functioned as the liaison between three organizations at once:** Samsung, the agency and the retailer. I held the partnership together, learned the retailer's own card products so I could train on those too, and translated in both directions, Samsung's priorities into the store and the store's reality back to Samsung. - **Ran a three-person program alone:** footfall, staff product knowledge, offer performance and the partner relationship, single-handed. - **Position ended in a nationwide layoff sweep.** Some stores in that market kept their representative despite lower numbers and far heavier traffic. I can't tell you why I was picked. I can tell you the numbers I left behind.

Time away from work | December 2021 to July 2022 *Surgery and recovery. Back to work in July 2022.*

Inbound Sales Representative, Spectrum, Akron, OH | July 2019 to December 2021 - **Helped launch Spectrum Mobile** from the call center, then moved the role fully remote when COVID hit. Two years self-managed on inbound customer contact, meeting targets without supervision. - **Ran support for Spectrum's free internet program for students** and worked the defect load it generated: a program built for people who depended on it, failing in ways nobody had planned for.

Retail Store Manager, Cricket Wireless, Barberton, OH | July 2017 to July 2019 - **Ran the store single-handed for thirteen months.** The entire staff left within two months of my arrival, and the site operated on one person at associate level until tenure allowed the promotion. No days off unless requested in advance with cover arranged myself. **Trained every associate who followed.**

Earlier, 2014 to 2017: Assistant Store Manager, True North Energy. Customer Service Representative, CheckSmart. Team Member, Taco Bell. *The foundation years, and where I learned I'd rather understand a system than repeat a shift.*

AI, AUTOMATION & PROCESS SYSTEMS

Self-directed. Nobody assigned any of this.

I learn what the problem requires, and I don't stop at the edge of what I already know. I had no background in any of this before I needed it. Nobody taught me; I identified the gap, found a route through it, and worked until the system functioned. **Where a problem needs something I haven't done, that becomes the next thing I learn.** The standard is the outcome: *it doesn't get graded until it's done.*

Process design, built in 2026 before any AI was involved: - **Built an intake-to-archive system:** drop, process, review, file, delete, scrub, with the outbound step generated **only on approval.** A gate, not a hope. - **Built a backlog that doesn't lose things:** anything that couldn't be resolved went into a store in its original wording, with a cycle that re-sorts the parked set first and fills the rest with new work. - **Wrote the orientation and recovery procedure** so a cold session could pick up mid-project without me in the room, plus **checkpoints at every natural stopping point.** - **Separated process notes from content:** mechanics kept reusable in their own file, deliberately out of the searchable index. - **Changed the process because it failed in practice.** A reset wiped out work that had to be re-derived, because the process folder wasn't read first. That became a standing rule.

Agent systems, ongoing: - **Build and operate a private agent system with persistent file-based memory:** read at session start, written at session end, so work continues across interruptions rather than living inside a conversation. - **Direct the full lifecycle:** problem definition, specification, task decomposition, build, verification. *I don't write the code; I understand a system well enough to direct it, test it, and detect when its output is wrong.* - **Wrote the verification checks:** instruments that flag unverified claims, self-repeating output and internal contradictions across the record. *If I can't point to the source of a number, I don't state it.* - **Recorded my own failures rather than quietly correcting them:** a value carried forward from memory instead of re-read; a network fault misdiagnosed as a system fault; two hypotheses of mine eliminated by their own control tests in a single afternoon. *The method that came out of it: run the control before believing the finding.*

SKILLS

Automation and process: process design, intake and dispatch pipelines, workflow documentation, verification and output-checking, directing coding agents, specification and task decomposition, onboarding and technical training **Technical:** hardware diagnostics and repair (mobile, PC, console), fault diagnosis from symptom to root cause, software troubleshooting, iOS, Windows, Android, mobile devices, VPN and network basics **Support:** one-to-one coaching, customer-facing technical support, objection

handling, translating technical detail for non-technical people, working alone at three times the normal load, two years remote and self-managed **Tools:** Microsoft 365 (Word, Excel, Outlook), Salesforce, CRM platforms, ADP, data entry and proofreading

TRAINING & CERTIFICATIONS

Employer-issued and program certifications (*not publicly verifiable; issued in-house by the programs themselves*): - **Approved by Asurion to perform their mobile repairs:** a certification the insurer requires before you touch a covered device. - **Completed the three-party program training for Samsung, 2020 Companies and Best Buy**, including the store's own card products, which I was then responsible for training others on.

EDUCATION

Ellet High School, Akron, OH | diploma, June 2013

Give me your hardest recurring problem rather than your easiest one. I'll work it to its end, whether that's solved or established as unsolvable, and I'll document it well enough that nobody has to ask me twice.