

Our efforts enabled Kentorris to finally land the job he had been pursuing for two years.

»»» Here's what he had to say about our work:



Kentorris Hodges · 2nd

Engineering Technician VI (LCAC / SSC OSR) at Life Cycle Engineering
November 10, 2017, Kentorris was Zunaira's client

I was fortunate to have Zunaira help me revise my resume, her personalized approach made our collaboration effortless and enjoyable. The undertaking was a complete success because I was able to interview for an opportunity as a Business Agent; consequently, I had been pursuing this milestone for two years. To make a long story short, I was selected for the position and I couldn't be happier. Without Zunaira's assistance I don't think I would have gotten a call for an interview; moreover, she is a true professional and I can recommend her devoid of any reservations.

His backstory:

Kentorris wanted to relocate to Japan. He was very interested in a Business Analyst role there. However, he failed to capture the employer's attention with a lackluster resume and less-than-optimal LinkedIn presence.

His resume was:

- five pages too long
- used unnecessary jargon
- filled with formatting and grammatical issues
- lacked quantifiable achievements.

Our Solution:

We created a strong resume and LinkedIn profile for him.

For the resume we used an ATS-friendly format and:

- 1 Created a strong first impact with a keyword-optimized, highly targeted, and concise document.
- 2 Uncovered and added quantifiable accomplishments in line with top employer needs.
- 3 Showcased his expertise with result-oriented bullets using strong action words to distinguish him from the crowd.

Where is Kentorris now?

Kentorris finally landed the Business Analyst job at SRF-JRMC, Japan, which he had been trying for for the past two years.

He currently works as an Engineering Technician V at Life Cycle Engineering.

Would you like us to redo your resume, too?

Click here to invest in our resume-writing services or call us for a consultation.

[Book Service](#)

[Call Us](#)



Warning: The following pages have been saved as images in order to protect Kentorris' work as well as our work from being copied and indexed. As a result, uploading this exact file into an Applicant Tracking System will not work. If you are interested in hiring him, please email us at contact@careertuners.com.

Here's the resume we made for him:

KENTORRIS LAVEL HODGES

PROJECT MANAGER

- Leverages 15+ years' experience overseeing complex projects and talent nurturing to enhance organizational performance -

QUALITY CONTROL & ASSURANCE ♦ PROJECT MANAGEMENT ♦ STRATEGIC PLANNING

☎ 808.799.3397 ✉ kentorrishodges@yahoo.com 📠 HI 96813 🔗 [LinkedIn](#) ➔ Available for Relocation

- ♦ **Streamlines client communication by developing unique solutions:** Eliminated instances of miscommunication while reducing 40 man-hours/week by developing a notification memo to establish a single point of contact for customers.
- ♦ **Enhances workers' performance through effective training sessions:** Trained 60+ workers on quality assurance, safety measures, and risk assessment through presentation and custom videos.
- ♦ **Ensures projects are completed on-time and within budget without compromising morale:** Accomplished a short-notice critical infrastructure refresh for a \$MM vessel. Completed a 2-week task in 3 days.

Process Improvement
Cost Control & Management
Project Scheduling
Monitoring & Evaluation

Technical Recruiting & Training
Conflict Management
Strategic Team Building
Customer Support Analysis

Procedural Compliance
Engineering Procedures Management
Technical Document Writing
Equipment Repair & Maintenance

PROFESSIONAL EXPERIENCE

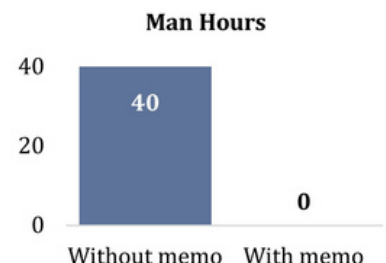
Quality Assurance Specialist II

at Serco Inc.

2015 – Present

Resolved issues impacting maintenance by utilizing standard quality assurance measures for timely projects' completion.

- ♦ **Technical Training:** Trained 60+ workers on quality assurance, safety issues, and risk assessment through presentation and custom videos for their effective performance on field.
- ♦ **Team Management:** Ensured timely completion of project-related tasks and compliance with company's workbook by managing and monitoring installation teams. Resolved installation errors by dealing tactfully with workers.
- ♦ **Progress Reporting:** Avoided project roadblocks by preparing weekly and daily status reports to keep management up-to-date on progress, contractual data, labor availability, and material shortage for timely issues resolution.
- ♦ **Error Resolution:** Guaranteed non-compliance issue resolution by responding to Corrective Action Requests.
- ♦ **Project Arrangement:** Made sure adequate material and manpower was available prior to project initiation by reviewing previous projects and developing an optimum plan of action.
- ♦ **Customer Support:** Avoided miscommunication by developing a notification memo to establish a single point of contact for customers. Dropped 40 man hours to 0 by reducing communication efforts.



Project Manager, Integrated Services

at VT Group

2013 – 2015

Managed cost allocation and a team of # for both government and private projects.

- ♦ **Ensured communication** dominance for the Air Force in the Pacific Rim by delivering an operational SCIF (Sensitive Compartmentalized Information Facility) for institutions like JWIS, CIA, and NSA with zero system faults.
- ♦ **Improved functionality** for cryptographic log-on, digital signing, and encryption at 87 workstations for 680+ end-users by coordinating shipboard modifications associated with C5ISR and programs/software (NIPR/SIPR).
- ♦ Received recognition for **maintaining work standards**, Statement of Work (SOW) compliance, and company's reputation in bid-based government contracts. Won several contracts as a result.
- ♦ **Cost Management:** Saved \$200K by gathering information quickly about cost from additional necessary components.



- ♦ **Strategic Leadership:** Accomplished a short-notice critical infrastructure refresh to positively impact forecasting system's reliability, safety, and operability for a \$MM vessel. Completed a 2-week task in 3 days.
- ♦ **Strategic Negotiation:** Tactfully negotiated project changes and resolved \$3.5M budget issue for 150+ Change Order Request Notifications (CORN's).
- ♦ **Directed** 24, \$9M shipboard and shore network deliverables from initiation phase till closing.
- ♦ **Performance Evaluation:** Improved HR by proactively evaluating job performance and recruiting talent.

DDG Divisional Chief, USS Stethem

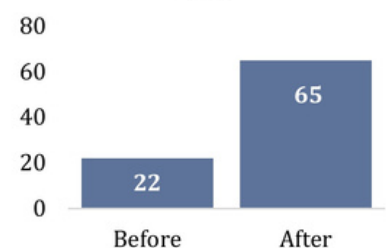
at United States Navy

2000 – 2013

Ensured accurate documentation and compliance of power plant logs and equipment records.

- ♦ Navy Commendation Medal (2009), Joint Fleet Achievement Medal (2005), Navy & Marine Corp Achievement Medals (2005)
- ♦ **Project Maintenance:** Avoided \$370K cost by restoring 5 degraded auxiliary systems while overseeing 91 maintenance projects during the ship's repair availability time.
- ♦ **Trained 230+ personnel** on different ship-related tasks including equipment usage, testing and writing procedures, and safety measures.
- ♦ **Monitoring & Evaluation:** Ensured safe operation of \$2M propulsion plants by supervising project planning and maintenance onsite for 50+ engineers in 4 divisions. Proposed and gained approval to implement a unique solution, guaranteeing zero equipment downtime.
- ♦ **System Maintenance:** Minimized gear failure and safeguarded system's integrity by scheduling, tracking, and updating 1250 preventative maintenance checks and 3000 equipment validations for 25 critical components.
- ♦ **Engineering Procedures Management:** Improved activation and shutdown time by 3% by drafting 55 engineering procedures for 69 energy components and conducting daily inspections.
- ♦ **Increased power output** by 5% by coordinating production for a shop performing repairs on gas turbine engines.
- ♦ **Raised operational performance** from 22% to 65% by ensuring compliance through proactive quality control. Successfully completed each project on time by strategically optimizing the application of government resources.
- ♦ **Reducing Turnaround Time:** Reduced propeller assembly time to half by designating a client point of contact.
- ♦ **Directed** 5 turbine technicians during 3 engine change-outs and 11 mechanical alterations.
- ♦ **Corrective Maintenance:** Ensured 7 auxiliary support systems were in a constant ready state by identifying and correcting 41 material shortfalls within plants.
- ♦ **Reduced expenditures** by \$145K by directing fuel officer in the revision of fuel oil consumption.

Operational Performance (%)



EDUCATION

BA, Organizational Management

at Ashford University

2010

AA, Applied Marine Engineering

at Coastline Community College

2008

CERTIFICATIONS

- ♦ 36 hours of a Project Management Course (McGraw Hill Professional)
- ♦ Vericor 04/06 Level Technician TF40B/ETF40B Gas Turbine Engines
- ♦ NAVSEA Onboard Valve Maintenance Trained Technician
- ♦ Joint Fleet Quality Assurance Inspector/Quality Assurance Supervisor
- ♦ Senior Enlisted Propulsion Engineer (Center for Naval Engineering)
- ♦ Surface Shipboard Gage Calibration Operator (600 LB)
- ♦ Hamilton Sundstrand T40-7 APU (micro turbine) Repair Technician
- ♦ Landing Craft Air Cushion (LCAC) Propulsion & Lift System Technician
- ♦ Gas Turbine Mechanical Maintenance "C" School
- ♦ Commscope Infrastructure Academy SP6160 – PIM/VSWR Cert (expires March 2018)
- ♦ OSHA 10-Hour Maritime Industry Course #7615 & General Training Course (Summit Training Source)
- ♦ American Red Cross Adult CPR/AED (Valid until 03/15/2018)
- ♦ Met requirements to certify (take the exam) Associate Safety Professional (ASP)

And here's the resume he was using before he worked with us...
It failed to give “Wow, Kentorris is a Star!” first impression.

KENTORRIS LAVEL HODGES

1200 Queen Emma Street, # 1812, Honolulu, HI 96813 ♦ (808) 799-3397 ♦ kentorrishodges@yahoo.com

Engineering / Telecommunications Project Manager

A professional with progressive management experience in marine, industrial, and telecommunication environments with proven success. Exceptional ability to enhance functionality, nurture talent, improve efficiency, while successfully implementing and overseeing complex projects. An outstanding strategist distinguished for remarkable leadership, team-building skills plus excellent conflict resolution acumen. Demonstrated optimal responsiveness to controlling costs and expanding organizational peak performance.

AREAS OF EXPERTISE

*Strategic & Tactical Planning *Quality Control *Process Improvement*Propulsion Plant Operations*
*Gas Turbine Maintenance*Valve Maintenance *Intermediate Maintenance*Log Keeping*
Auxiliary Support Systems Technical Document Writing *Fueling Operations*
*First-Line Supervisor*Waste Heat & Auxiliary Boilers*Project Management*Cost Controls*
*Engineering Procedures*Project Scheduling*Training and Mentorship*Talent Management*
*Leadership*Team Building*Motivation*Communication*Procedural Compliance*
*Political and Cultural Awareness*Negotiation*Conflict Management*Customer Support*

PROFESSIONAL EXPERIENCE

Serco Inc. Quality Assurance Specialist II, (2015 – Present)

- Leads the Quality oversight for shipboard installation teams ensuring compliance with applicable regulatory requirements; accordingly, laser focused on NAVSEA Standard Items and various customer needs.
- Conducts quality audits on Workbooks plus other objective quality evidence also coordinates various types of government inspections points as necessary. Assists with managing installation teams in quality testing and training of employees learning new skills.
- Reviews/analyzes data, and completes audit reports. Relies on experience plus expert judgment to accomplish organizational benchmarks. Directs the work of others through a high degree of creativity and latitude.
- Reports to a designated manager or head of a unit/department. Tasked with contributing to the drafting of Quality, Safety, and Environmental procedures; likewise, performs root cause analysis, conduct technical research, and responds to external Corrective Action Requests (CARs).
- Monitors the quality assurance program for all shipboard related work in Hawaii that fall under Serco Inc.'s recognizance.
- Participates in huddles to evaluate production, engineering, plus other associated quality related tasks to ensure the functionality of designated projects or programs.
- Prepared ship repair status reports consisting of controlling jobs completion percentage, Material problems, manning problems, contractual data, milestone review, and other significant information that may affect milestones.
- Knowledgeable of shipbuilding methods, practices, techniques and management control systems and their application to the construction, overhaul, or repair and testing of Navy or commercial surface ships or auxiliary and small craft.
- Reviewed history of work packages accomplished and established an optimum plan of action based on history and contingency plan, ensuring that the planning of resources, including personnel required to accomplish the project and material availability, are adequate prior to start of work.
- Coordinated with Ship's Force and other government activities within the production schedule.
- Uses sound quality assurance measures to resolve challenges impacting ship availability benchmarks.

It went on for five more pages but failed to set him apart from his peers!

VT Group Integrated Services Project Manager, (2013 – 2015)

- Directed 10 technicians installing secure voice and data communications (15,000 feet of CAT 5E, 15,000 feet of single mode, and 15,000 feet of multi-mode fiber optic cables)
- Prioritized C5ISR system upgrades three on DDG 51 Class Destroyers.
- Executed a short fuse network upgrade on a CVN Platform.
- Conducted bid proposals for available contracts.
- Negotiated project changes, resolved budget issues, and minimized schedule conflicts.
- Evaluated Job Performance Appraisals, performed job interviews, issued employee reprimand forms, and improved upon Human Resource Management.
- Single point of contact directing two dozen sophisticated ship board and shore network deliverables from initiation phase until closing totaling \$9,000,000.

Key Accomplishments:

- Delivered an operational SCIF (Sensitive Compartmentalized Information Facility) communications sweep which included JWIS, CIA, and NSA on time with zero system faults; enhancing the Air Force's geographical communication dominance in the Pacific Rim.
- Coordinated ship board modifications associated with C5ISR and computer programs/software (NIPR/SIPR) improving functionality for cryptographic log-on, digital signing, plus encryption of email at 87 workstations for approximately 687 end users.
- Accomplished a short notice critical network infrastructure refresh to support carrier air wing meteorology forecasting; positively impacting system reliability, safety, and war fighting ability for a multi-billion dollar vessel. An assignment that normally takes approximately two weeks to complete from start to finish was done by Team VT Group in three working days.
- Received recognition for Significant Impact (June 9, 2014) based on contributions and performance
- Arranged the submittal and routing of 150 Change Order Request Notifications (CORN's) on behalf of VT Group totaling \$3.5 million dollars with 85% of those CORN's being approved by the government Finance Department.
- Consistently reviewed contracts State of Work (SOW) for conformance to customer expectations towards guaranteeing the issuance of job orders, proper preparation of plans, plus ensuring that adequate design data and material specifications were met; thereby, shoring up fund limitations caused by scope creep.
- Composed Liaison Action Reports (LAR's) to document changes or deficiencies in the NAVSEA Drawing revisions provided by the government; helping to maintain production milestones through the use of change management/change control.
- Entrusted with budgetary funds administrator responsibilities for both government/private project's life cycle: assets necessary to conceive, development, design, build, install, operate, estimates for direct labor man-hours, cost reimbursable work, maintaining, and to retire during the final stage utilizing Performance Measurement Control data related to the project.
- Prepared/transmitted over 13,700 written correspondence (data) associated with managing projects: memoranda, daily status reports (DSR's), spending plans, purchase orders (PO's), material requisitions, employee evaluations, recommendation letters, work at risk forms (WAR), meeting minutes, designation letters, training sheets, environmental records, quality assurance forms, work authorization forms (WAF's), and expense reports.
- Noted as an incumbent who understands the complexities of Financial Management/Funds Administration essentials plus a comprehension of various shipboard/marine industrial/telecommunications instructions/regulations manuals; likewise, applies that know-how in a proper and effective manner.

United States Navy, (1993-2013)

USS Stethem DDG Divisional Chief, (2009-2013)