

Byron Chapman

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Superior Customer Service

PROFESSIONAL SKILLS:

Leadership, Management, Customer Service, Microsoft Office Products, Adobe Photoshop, Adobe InDesign, Adobe Illustrator, Adobe Dreamweaver, Adobe Animate, Ten Key

WORK HISTORY:

Gardener

October 2021-August 2023

Stafford Creek Correctional Center, Aberdeen WA

Sow seeds in ground, germinate seeds for future planting, transplant plants. Remove weeds and invasive insects. Hydrate the garden and flower beds. Harvest vegetables, wash, and prepare them for the food bank.

Member Services

February 2021 – June 2021

Planet Fitness, Woodinville WA

Clean the gym facility using machinery and basic techniques. Ensure equipment is ready to be used by members. Escalate problems to management that needed attention. Ask for items to be ordered that were needed. Keep track of how much chemicals were in stock and order as needed. Track items that needed to be repaired.

Program Coordinator

May 2019 – October 2020

Transportation Department, University of Washington, Seattle WA

Make a regular rotating schedule for the Utility Worker 2's to follow that ensures we meet our agreed upon cleanings, maintenance and preventative checks. Create and track external work orders with our facility services shops and verify that the work is done appropriately and correctly. Create work plans for our external work orders and our team to follow for work orders to ensure that the work meets the

vision of the administration. Perform duties as a Lean facilitator by guiding the team members to recognize Lean ideas in their workplace that they can implement with and without escalation. Prepared reports by merging and sorting, while integrating text with graphics, spreadsheets and data base files. Use the Facilities acquired program AIM to create work orders, track labor hours spent, track equipment costs and procure materials from University of Washington Facilities Stores. Conduct interviews with my superiors, work on staff development, work allocation, and performance management for a team of about eight individuals.

Utility Worker 2

December 2016 – May 2019

Transportation Department, University of Washington, Seattle WA

Provide maintenance and ensure cleanliness of parking structures on UW campus. Operate various types of power equipment to clean and maintain the quality and safety of the parking areas. Maintain automated parking equipment such as gate arms and credit card equipment include troubleshooting computer issues, repairing or replacing defective parts and installing new equipment. Perform preventive maintenance of T2 and Luke equipment as well as maintenance of equipment used to maintain parking areas. Completed internal Parking Equipment certificate training in advanced maintenance of T2 and Luke equipment.

Higher Level Duty: Maintenance Mechanic 2

February 2018 - July 2018

Maintained T2 and Luke equipment by replacing parts, such as batteries, paper, gate arms, intercom boards and other such parts. Serviced equipment by cleaning equipment, applying special chemicals to maintain high visibility, and cleared both coin and paper jams. Monitored field equipment using T2 PARCS software and resolved any issues.

Higher Level Duty: Utility Worker Lead

November 2018 – March 2019

Researched, tracked, and maintained regulated material and safety reference documents for new chemicals we were obtaining. Prepared a report requiring electronic processing tasks such as merging and sorting, integrating text with graphics, and prepared a spreadsheet for obtaining new lockers. Performed duties as Lean facilitator.

Graphic Designer

February 2016- May 2019

Little Red Hen Project, Seattle WA

Design for print materials such as flyers and bookmarks from conception to final product. Design digital materials for use as Facebook flyers and email flyers. Work with outside vendors to ensure printed materials meet quality standards. Work with Project Director to ensure materials meet expectations.

Tutor

April 2016 – June 2016

Shoreline Community College, Shoreline WA

Instruct students in use of graphic design software such as Adobe Illustrator, Adobe Dreamweaver, and Photography. Assist students in expanding their understanding of graphic design concepts and the tools used in the classroom. Provided technical expertise in answering questions about aspects of design and of design software.

Dietary Aide/Dishwasher

August 2015 – August 2020

Crista Nursing Center Kitchen, Shoreline WA

Provided oversight of residents' dietary program ensuring meals provided to each resident was correct for their specific needs. Delivered meals to rooms and returned dirty plates to kitchen area. Responsible for maintenance and cleanliness of the kitchen, dish washing area and storage room. Maintained equipment used in kitchen area including stove, dishwasher and steamer. Troubleshoot equipment issues to ensure proper working condition. Provided inventory control assistance to ensure proper levels of supplies were maintained.

Parking Specialist

January 2010 – November 2016

Commuter Services, University of Washington, Seattle WA

Provided excellent customer service in various roles within Commuter Services. Assisted customers with their purchase of parking products and provided instructions and directions to help them with their parking on campus. Worked as a Parking Enforcement officer issuing citations according to Washington Administrative Code regulations. Assisted management and staff with administrative support in ordering and organizing supplies. Supported Computer Support Analyst 2 for approximately 2 to 2 ½ years by troubleshooting technical issues with computer and software programs on gatehouse systems including replacing computer and printer hardware components and testing equipment. Coordinated with other departments to ensure smooth operation of special events. Operated in supervisory role for special events in organizing 2 assistants, staff and volunteers ensuring staff was aware of responsibilities. Won the Innovator Award, January 2009, for work in reorganizing Special Events; revising the schedules, implementing and maintaining an emergency contact list, and contact information of the employees.

Traffic Guide

March 2006 – December 2009

Parking Services, University of Washington

Assisted customers with their parking issues by educating them in the proper products, assigned them to the appropriate lot per procedures and regulations and assisted customer with directions to parking lots, garages and buildings around campus. Processed cash sales according to the established accounting procedures. Offered knowledge about parking on the University of Washington campus and surrounding area, the WAC, and about operations of Parking Services. Responded to equipment issues and repaired parking equipment.

VOLUNTEER EXPERIENCE:

The Little Red Hen Project, Seattle WA

April 2015 – February 2016

Graphic Designer

Design multiple social media flyers for Facebook. Design print flyers for client to print out. Design each project from concept to finish. Follow through with client and make sure the client was pleased with the final product.

EDUCATION:

AAAS Graphic Design from Shoreline Community College – Spring 2016

Supervisory Certificate Professional Office and Development from University of Washington – Spring 2018

Construction Trade Apprenticeship from Stafford Creek Correctional Center – Winter 2023

AWARDS:

Kudos February 2019, Kudos July 2018, Kudos March 2018, Kudos January 2018, Kudos September 2017, Kudos July/August 2017, Owl Award May 2015, Owl Award January 2014, NOW Award October 2009, Innovator Award January 2009, NOW Award June 2008, NOW Award May 2008, Service Excellence Award February 2008, NOW Award March 2007