

Michael Martin

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Motivated Leader enthusiastic about helping team members meet and exceed objectives with compassionate leadership. Talented trainer and operational problem -solver with front -line experience and collaborative nature.

Resourceful in balancing student, school, and employee needs.

Authorized to work in the US for any employer

Work Experience

Conductor

Burlington Northern Santa Fe - McCook, NE
August 2023 to Present

The job of a railroad conductor is to ensure the safe operation of trains, while managing and coordinating crew schedules and activities. Conductors are responsible for supervising and collaborating with personnel, such as train crews and station workers, to ensure that all work is completed in a safe and efficient manner.

Election Resource Specialist

Sarpy County Election Commission - Papillion, NE
August 2021 to July 2023

- Managed meaningful connections with various businesses and municipal entities.
- Enlisted, trained, and managed election workers to perform assigned duties at a polling site.
- Aided in the assortment and counting of ballots on election night.
- Obtained proficiency in election systems and software.
- Cooperated with candidates, initiatives, and campaigns to receive voter information.
- Acted as a notary for filing candidates to a public office .
- Arranged logistics of election supplies during election season.

Shift Supervisor

Omaha's Henry Doorly Zoo & A quarium - Omaha, NE
March 2014 to August 2021

- Patrolled work areas to inspect operations, identify concerns , and implement corrective actions.
- Completed opening and closing duties to facilitate business operations.
- Resolved customer complaints and reported issues to senior management.
- Supervised, motivated, and led employees to maintain productivity and customer service levels.
- Coordinated daily shift changes to facilitate tasks and handle special needs or requests.
- Delegated tasks to employees and monitored activities and task completion.
- Counted cash on hand at shift change and closing to determine shortages or overages and prepare bank deposit statements.

Custodian

Amenyah Janitorial Services - Omaha, NE
December 2015 to January 2021

- Maintained building interiors with routine deep cleaning of high -traffic areas.
- Vacuumed floors and dusted furniture to maintain organized, professional appearance at all times.
- Wet and spot mopped to clean floors and other surfaces in public corridors.
- Wiped down various surfaces with approved cleaning products to prevent growth of bacteria and viruses.
- Sorted and disposed of trash and recycling materials to keep common areas clean and organized.

Package Handler

United Parcel Service, UPS - Omaha, NE
December 2014 to January 2015

- Tracked parcel movement using hand -held scanners and daily production sheets to keep records accurate.
- Coordinated shipments of local, regional, national , and global nature.
- Loaded completed orders on pallets according to delivery numbers.

Administrative Assistant

Keller Williams Realty - Omaha, NE
August 2012 to October 2013

- Developed administrative processes to achieve organizational objectives and improve office efficiency.
- Organized and maintained filing and document management systems by coordinating, archiving , and purging files.
- Conducted research using various media sources to obtain relevant data for staff requirements.
- Directed customer communication to appropriate department personnel.

Customer Service Host

Outback Steakhouse - Bellevue, NE
March 2013 to August 2013

- Scheduled reservations and notified servers and managers of large groups to prepare seating in advance.
- Answered telephone to provide dining information and take party reservations.
- Supported management by resolving customer service and food -related issues to maintain guest satisfaction.
- Collaborated with front of house staff to move tables and adjust seating to accommodate customers.
- Greeted guests and gathered information to seat groups or place on waitlist.
- Accommodated guests with children and special needs to promote comfortable dining experience.
- Answered phone inquiries to schedule and confirm reservations, record take out orders , and respond to service questions.
- Collected reservation information and communicated updates to guests via mobile device or in -person.

Education

Master of Arts in Theology and Christian Ministry

Franciscan University of Steubenville - Steubenville, OH
August 2021

Bachelor of Arts in History and Religious Studies

May 2018

High School Diploma

Creighton Preparatory High School - Omaha, NE

2009 to May 2013

Skills

- Janitorial experience
- Microsoft Excel
- Shift management
- Special needs
- Customer service
- Cleaning
- Host/hostess experience
- Cash handling
- Supervising experience
- Mobile devices
- Research
- Leadership
- Filing
- Microsoft Word
- Logistics
- Custodial experience
- Microsoft Office
- Organizational skills
- Administrative experience
- Communication skills
- Cashiering
- Project management
- Volunteer management
- Data collection
- Microsoft Powerpoint
- Windows

Languages

- English - Fluent

Certifications and Licenses

Safe Environment Ambassador

June 2023 to June 2029

Certification through the Catholic Mutual Group that the person is qualified to teach and/or volunteer with minors and vulnerable adults.

Train Conductor Certification

December 2023 to December 2026

Assessments

Social media — Proficient

June 2023

Knowledge of social media techniques and analytics interpretation

Full results: [Proficient](#)

Verbal communication — Proficient

May 2023

Speaking clearly, correctly, and concisely

Full results: [Proficient](#)

Work style: Reliability — Proficient

July 2022

Tendency to be reliable, dependable, and act with integrity at work

Full results: [Proficient](#)

Customer focus & orientation — Proficient

May 2023

Responding to customer situations with sensitivity

Full results: [Proficient](#)

Automotive maintenance — Proficient

February 2023

Knowledge of vehicles, vehicle maintenance, and repairs

Full results: [Proficient](#)

Sales skills — Proficient

May 2023

Influencing and negotiating with customers

Full results: [Proficient](#)

Mechanical knowledge — Proficient

March 2023

Understanding and applying mechanical concepts and processes

Full results: [Proficient](#)

Indeed Assessments provides skills tests that are not indicative of a license or certification, or continued development in any professional field.

Groups

Knights of Columbus

March 2014 to Present

3rd Degree Knight

"The Knights of Columbus is a global Catholic fraternal service order founded by Michael J. McGivney"

Holy Name Society

January 2023 to Present

"The Society of the Holy Name, formally known as the Confraternity of the Most Holy Name of God and Jesus, is a Roman Catholic confraternity of the laity and is one of several which are under the care of the Dominican Order."

Parish Young Adult Group (Immaculate Conception Church)

October 2019 to Present

- Interact with a vibrant community of young adults at the Church Parish.
- Volunteer and/or coordinate events for young adults active in their Faith
- Familiarity with the Traditional Latin Mass

Additional Information

Catechist (2015-2020)

- Taught the Catholic Faith to junior high students
- Organized lesson plans and service opportunities
- Chaperone to various trips, such as the Steubenville Conference