

Grant Penner

Phone: 717-601-9901 | Email: grantapenner@gmail.com | LinkedIn: [Grant Penner](#)

EDUCATION

Carolina University

Bachelor of Arts in Bible

Winston-Salem, NC

CERTIFICATIONS

AWS Solutions Architect Associate | AWS Certified Cloud Practitioner

WORK EXPERIENCE

Leidos

Help Desk Analyst

Mechanicsburg, PA

Nov 2021 - Present

- Support a web based SAAS program with a userbase of over 21,000 spanning 59 DOD organizations
- Participate in 24/7 support rotation, taking full ownership for a stint of 30 weeks
- Coordinate with training team to create a process to supply ASL interpreters for on-site training to accommodate deaf users
- Assist 50+ users a day through phone, email, and video chat to resolve a variety of complex issues involving process instruction and networking, hardware, and system issues
- Maintaining security compliance for all users by implementing IAM best practices across all web applications
- Create and provide documentation of procedure for users
- Provide status updates to users to maintain communication for complex issues/bugs
- Log support tickets and maintain two independent logs

Amazon

Process Assistant | Field Transportation Lead

Spartanburg, SC | Carlise, PA

Apr 2020 - Nov 2021

- Initiated a large scale, cross-shift project that increased overall productivity by 23% while leading teams of 15 and 50 in three separate operational procedures
- Trained over 50 new hires to achieve operational excellence in multiple warehouse processes
- Mentored 7 associates to positions of higher responsibility
- Coached over 15 leaders in how to use video interpreting software to drive advancement and advocacy of deaf associates
- Lead of team of 4 direct reports without a single late depart or safety incident on my team
- Maintained accurate records of transactions and locations of trailers in the yard
- Leveraged data from various databases to execute data-driven operational adjustments
- Coordinated regularly with other sites to supply adequate trailer pool, staffing, and equipment for the region
- Maintained vehicles, tools, and PPE through regular inspection and maintenance requests
- Trained new staff how to navigate various software applications

Bob Jones University

English Graduate Assistant

Greenville, SC

Aug 2019 - May 2020

- Taught classes of 30 to 50 students
- Utilized learning management systems to grade, communicate with students, and perform administrative tasks
- Initiated conversations at staff meetings to drive a focus on diversity and inclusivity
- Individually tutored students to achieve greater personal and academic success

Chick-Fil-A

Team Member | Drive-Thru Director

Winston-Salem, NC | Atlanta, GA

Sep 2018 - Jul 2019

- Lead a \$4,000,000 department with 30+ team members to improve consistency of service and speed in our drive-thru
- Regularly delivered goals and new procedures to staff in coordination with other leaders in the store

- Analyzed sales reports to identify trends and areas of improvement
- Procured and maintained drive-thru technology including iPads, radios, and security cameras
- Trained staff on SOP and IPOS systems to take orders in the drive-thru
- Mediated workplace conflict between leaders and team members in the restaurant
- Developed a drive-thru training manual detailing procedure

Aquatech Pool Management Group

Winston-Salem

Pool Manager

May 2018 - May 2019

- Managed a team of lifeguards to achieve the most well-maintained pool season in the last four years
- Scheduled lifeguard shifts
- Maintained pool equipment including the filters, vacuums, and pumps
- Planned and executed pool events
- Set up A/V equipment for pool movie nights

Ronald Reagan High School

[Location]

Pole Vault Coach

Jan 2017 - May 2018

- Established a pole vault program at the high school
- Grew the program from only two vaulters to seven with six qualifying for regional competition in three seasons
- Assisted in the planning and operation of track and field meets

SKILLS

Active Security Clearance – Secret Level | American Sign Language | AWS Cloud | HTML and CSS | Web-based Applications | Agile | User administration | Support tickets and documentation | Project Management | Windows OS | Linux Ubuntu | Microsoft Office | Incident Documentation and Escalation