

MARK SMITH

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AVIONICS MAINTENANCE ENGINEER

Highly accomplished Avionics Engineer offering over 10 years experience working with the most demanding of avionics technology for the New Zealand Defence Force. Extensive expertise in avionics maintenance and formally commended on multiple occasions for technical mastery and advanced leadership contributions, both nationally and abroad. Offers lengthy experience leading technical teams for strong productivity and delivery of quality precision maintenance and repair that ensures absolute performance reliability.

"I cannot find fault with Mark. I consider him to be the finest avionics professional that I have ever had the privilege to work with."

Maxwell Morris, Warrant Officer, New Zealand Defence Force

CAREER HIGHLIGHTS INCLUDE

- Awarded Commendation for leadership during introduction into service of key military aircraft in New Zealand. Spearheaded initial aircraft modifications, certification trials and operational procedures.
- Led extensive maintenance operations for aircraft avionics and warfare systems during key deployment overseeing avionics maintenance operations to minimise downtime during round-the-clock fleet operations.

VALUE OFFERED

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|-----------------------------------|-------------------------------|-------------------------------|
| • Modern Aircraft Avionics | • Diagnosis | • Procedural Development |
| • Expertise in Fault Finding | • Aircraft Operations/Systems | • Policy/Spec. Interpretation |
| • Qualified Independent Inspector | • Technical Decision Making | • Reliability Engineering |
| • Advanced Leadership | • Quality Inspection/Audits | • Report Writing/OHS&E |

QUALIFICATIONS & LICENCES

- **Avionics:** Avionics Maintenance Engineer (AME) Certificate ~ Certificate IV in Aeroskills (Aircraft Maintenance Engineering Avionics)
- **Independent Inspector:** Electronic Warfare Systems ~ Radio/Electrical & Instrument Systems
- **Workplace Assessor:** Certificate IV in Assessment & Workplace Training
- **Other:** Senior First Aid

TECHNOLOGY SNAPSHOT

Windows XP ~ MS Word ~ Digital Fault Finding ~ Online publications ~ Internet & Email.

COMMENDATIONS

Commander Air Lift Group Commendation: *Awarded for excellent performance and contribution to New Zealand Air Group in support of introduction into service of P-3 Orion. Performance provided profound contribution to success of the inaugural operational deployment of P-3 Orion into the Middle East and ultimately the deployment's electronic warfare operational capability.*

Commander Joint Task Force Commendation

PROFESSIONAL EXPERIENCE

NEW ZEALAND DEFENCE FORCE

1997-present

Career progression: Leading Aircraftsman (1997-1999) ~ Corporal (1999-2006) ~ Sergeant (2005 to present)

Senior Officer in charge of Squadron Avionics (1999-2005)

Senior technical and supervisory role leading maintenance teams in deep-level servicing, repairs and testing of avionics within the squadron's fleet of P-3 Orion. Highly-awarded technical leader, credited with exceptional performance under immense workload, supervising multiple teams and leveraging leadership and work planning skills to meet targets whilst still maintaining impeccable standards of quality. Received commendation for technical mastery offered during preparations for inaugural operational deployment of P-3 Orion and for fleet technical support during other demanding international crisis periods.

Achievements:

- **Technical Leadership:** Played leading role in introduction of P-3 Orion into service in New Zealand, furnishing expertise for technical teams in initial aircraft modifications, development of operational and service procedures and aircraft certification trials.
- **Deployment:** Oversaw avionics for entire deployment whilst stationed overseas for 12 months
 - Provided leadership to technical teams to support operations and ensured timely turning of aircraft.
 - Established logistics and infrastructure arrangements for avionics maintenance operations, ensuring critical support capabilities during warfare operations were established and maintained.
- **Work Planning:** Controlled heavy domestic workload whilst based at home, overseeing up to 4 teams concurrently and building indelible record for ensuring aircraft serviced on-time and returned to operations.
- **Project Leadership:** Hand-selected to oversee complex avionics modifications of P-3 Orion for New Zealand Defence Force's new Digital Warfare Protection (DWP) technology.
- **Training & Development:** Recognised as flawless trainer with track record of excellence in development of highly qualified technical teams. As Workplace Assessor closely monitors and supports timely completion of assessment for progression of Avionics Fitters.
- **Operational Support:** Supported aircraft avionics during 100+ trips both nationally and abroad, affording critical expertise/support within multiple rescues and breakdowns, often with little infrastructure and equipment.
- **SME:** Inspected critical maintenance operations and ensured integrity of avionics systems prior to sign off. Frequently sequestered as Subject Matter Expert to furnish advice in areas impacted by technical complexities.

Leading Aircraftsman/Avionics Fitter – 200 Squadron (1997-1999)

Learning ground role commencing as Avionics Fitter servicing P-3 Orion aircraft. Quickly displayed exceptional technical and leadership skills building a career hallmarked by consistent promotion and forging a reputation as a high-level technician. Completed extensive training and on-the-job development prior to promotion/transfer to higher ranks.

Achievements:

- **Performance:** Received top-level results across all domains in annual performance review. Consistently ranked for performance that was: *“flawless; could not have been done better; of an exceptionally high level and difficult to fault”* with final comments from Assessor **“Sgt Smith is one of our division's greatest assets.”**
- **Fleet Performance:** Recognised for technical contributions to fleet performance within key military deployment minimising downtime and ensuring maximum aircraft within around the clock fleet operations.
- **Promotion:** Received advancement ahead of air force timeline for exceptional performance in the role.

REFEREES: For confidentiality purposes full referees list will be released on request.

Mark Smith was a qualified and highly experienced Avionics Engineer and was seeking to leave the air force to work in the commercial sector as an Avionics Maintenance Engineer for a major commercial airline.

As with most military applicants, Mark was reticent to talk about himself accepting the work he did as all part of a days work. His current resume was poorly designed, with no achievements and hard to read. It pitched him as a career military professional with 10 years steady progression in the Air Force. It offered highly technical descriptions of his duties on a day-to-day basis and past training, all heavily ensconced in military terminology.

Mark was highly open to my input on his resume, and after discussion about the role of the resume, quickly saw the need to re-pitch his resume to have a more commercial focus, promoting him as an *Avionics Engineer with a background working with some of the most advanced technology in the world* rather than a *long-time military professional*.

To market Mark effectively I:

1. Pitched him as an experienced Avionics Maintenance Engineer through a **banner and profile segment** as the opening to his resume. This highlighted his lengthy experience in avionics maintenance, particularly working with *complex avionics* for the Air Force. In this area I also highlighted his combination of leadership and technical mastery and his track record and awards for precision maintenance.
2. I immediately followed this with a stunning quote from a reference from a former supervisor and 3 select career highlights. These showcased and gave accountability to our claims regarding his *advanced* level of technical expertise and leadership. The career highlights included his involvement in leading the complex technical preparations of key air craft for service; his leadership of the avionic maintenance requirements for an entire OS deployment; and his maintenance support during non-stop operations in a key operational deployment.
3. We also included on the front page a list of **experience and skills** that he offered in a *Value Offered* section. These skills were those technical and leadership dimensions I identified as relevant by employers within this industry during resume research preparations. This list allowed prospective employers to scan his skills at a glance and also ensured his resume ranked highly when scanned with technology used by any recruiters or airlines. The front page also showed his **qualifications, technology skills, and awards** all in simple easy to skim sections.
4. Within the body of his resume we combined his multiple military rankings into two major roles as he had only changed rank not position and this had in the past made his previous resume unnecessarily hard to read. In his main role over the past 8 years I gave the prospective employer a sharp snapshot of his significant challenges and responsibilities as a Senior Avionics Engineer, and alluded to his significant track record of accomplishments. I then spelt out his main achievements more comprehensively in an achievements section under the position scope. I selected and ordered achievements based on significance and those that reflected potential benefit to the employer. This included accomplishments in maintenance team leadership; technical expertise contributions; establishment and control of maintenance environments; and performance in the delivery of quality maintenance outcomes. His earlier position was a long-time ago as an entry level Fitter and so we described this as a learning ground role and highlighted the early recognition by employers of his advanced technical and leadership capabilities.
5. Through extensive research and discussion with Mark I balanced throughout his resume industry terminology that was in use within the commercial sector, and eliminated military-only jargon. I worked to ensure remaining language offered credibility with to those currently operating in this industry without making it overly heavy to read by recruitment agents and HR staff. (I finished the resume with a statement “Referees available on Request”.)
6. Throughout the design of his resume was kept to a conservative and professional design layout that would easily read by employers and technology. At the completion I provided electronic versions in Word and PDF and a text only version so that we was equipped to put his best foot forward in all application submission environments.

** Details within this resume have been fictionalized for confidentiality purposes.*