

Ryan Parsons

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Marine Corps Veteran with a strong basis on leadership, teamwork, integrity, accountability, commitment, multitasking and problem-solving. Highly experienced in customer service, security, safety, delivery operations and transportation. Also proficient in warehouse operations, facility operations in a cGMP environment and inventory. Skill in various office suite software (e.g. Google Docs, Excel, Word).

Experience

November 2019 - November 2019

First Transit, Spokane, WA - Road Operation, Safety Supervisor and Trainer/Coach

- Responsible for helping carry out training and hiring drivers. Oversee training curriculum and site(s) for open and closed road course for paratransit. First Transit **BESAFE** course certified.

January 2019 - May 2019

First Transit, Stanford, CA - Road Operation and Safety Supervisor. Dispatcher and Trainer

- Responsible for monitoring/supervising daily operations of routes, ensure bus operators are providing a safe, effective and receptive method of transportation. Oversee bus operators are following standard operating rules in regards to safety, uniform policy and carrying required documentation daily. Provide Bus exchanges out in the field and in the bus yard. Respond to incidents out in the field. Investigate accidents and review drive cam footage. Troubleshoot, assist bus operators with simple mechanical issues with various buses (e.g. diesel, hybrid and all-electric) Assist bus operators as well as management in resolving conflicts. Investigate and resolve customer complaints and provide follow up. Counsel drivers if necessary and provide documentation. Assist mechanics with service calls out in the field. Control traffic flow, watch and admonish unauthorized vehicles parking/staging in critical fixed-route zones during peak hours. Drive and fill routes when necessary. Train, coach new drivers in a closed and open road course. Plan, create and assign routes and vehicles to operators, reroute and troubleshoot when necessary. Assisting management with recruitment. Dispatch and assign routes, Compile reports, data for after-action reports or for end of the shift or closeout.

November 2017 - January 2019

Transdev North America, Stanford, CA - Bus Operator

- Provide a safe and effective method of transportation for students, employees and visitors of the Stanford campus and the surrounding area. Maintain an exemplary safety record and exemplary customer service. Assist other bus drivers with covering routes and bus exchanges. Control, watch and admonish unauthorized vehicles parking in critical fixed-route areas during peak hours and control flow of traffic. Assist with driver training. Assist with dispatching and assigning routes.

May 2016 - November 2016

C&W Services, Fremont, CA - Facility Technician

- Help with the day-to-day tasks of a multi-billion dollar pharmaceutical company (Boehringer Ingelheim, Fremont, CA). Paintwork and patchwork. Perform daily rounds for equipment, boiler rooms, and generators. Handling change out of gas and chemical containers. Perform weekly water testing. Monitor alarm calls and

alarm panels. Escort vendors servicing equipment. Assist with work orders for HVAC, refrigeration, and plumbing. Work in CGMP (current good manufacturing practice) as well as natural space and follow EH&S policies. Follow standard operating rules and follow strict SAFETY protocols (LOTO, arc flash, 5-S's, etc.) Create and track work orders through service management software. Monitor BMS (building maintenance system)

September 2014 - September 2015

Milroy Construction, Mountain View, CA - Delivery driver, shop facilitator

- Delivery of material and equipment for job sites. Meet with subcontractors for bids and job walks. Responsible for inventory of all shop material, order and buy material for job sites and shop. Maintain a clean and safe work environment. Help with demolition and cleanup of job sites.

September 2013 - September 2014

Bruce Bauer lumber and supply, Mountain View, CA - Delivery driver, yard worker

- Responsible for cutting lumber/ construction material and helping out customers. Responsible for providing deliveries of lumber and building materials for customers. Rotate new stock of lumber and building materials. Rotate pallet inventory, wrap and secure. Help monitor inventory and provide a count.

May 2008 - January 2012

Stanford Department of public safety, Stanford, CA - Special events and patrol officer/team leader

- Help Deputies out in the field with service calls. Help visitors, students, residents and employees of Stanford University. Conduct Parking enforcement in assigned areas. Help with traffic control. Prevent any intrusion of crime scenes, assisting with evidence collection. Provide Security at events. Assist with protection details (i.e., dignitary visits, celebrities, and guest speakers). Supervise the welfare of students during student-hosted events. Assist with night-time campus security and undercover operations. Provide opening and closure of the Stanford University field sites. Monitor and communicate via 2-way radio, help train new SEP personnel using a 2-way radio.

August 2003 - December 2005

Stanford Athletic Department, Stanford, CA - Night Watchman

- Provide safety and security for all athletic department buildings on Stanford campus. Lockdown all athletic department buildings at night. Provide help during athletic events. Act as an agent of the athletic department when any incidents such as trespassing or damage and aid Stanford PD.

June 2002 - March 2007

Ciardella's garden and supply, Palo Alto, CA - Equipment operator, yard worker, and front desk sales

- Greeting customers and assisting with the choice of materials. Loading customers and trucks with front end loader and forklift. Maintenance of loader and forklift: greasing daily, cleaning air filters daily, etc. Responsible for keeping mixing bins full, responsible for custom mixes and organizing all palette items, rotate and wrap. Ordering materials and keeping rotation. Monitor inventory and provide a count. Help with phone orders and route, prioritize deliveries.

June 2001 - June 2002

Nutrisport, Irvine, CA - Cashier and retailer

- Sales of nutritional supplements, assist and educate customers on various products as well as incorporate supplement/stacking ideas customers needs. Operate POS system, assist with promotions and events held at the store. Order and restock products, operate and closeout end of shift.

Other Experience

July 2000 - January 2001

United State Marine Corps, Camp Pendleton, CA

Medically retired from the United States Marine Corps. Prior to leaving the Marines I was reassigned to SACMED (Medical Battalion) School of Infantry West. Here, I worked in the legal platoon assisting the admin chief and the S-3 operations chief with various tasks.

Education

September 1996 - June 2000

PALY (Palo Alto High School) Palo Alto, CA