

David William Gardner

8157 Hunters Trail Roanoke VA 24019
(540) 265-5989 | (540) 353-1532
dwgardner@mindrealm.net

Energetic, responsible and detail oriented professional with aptitude and experience in many areas of technology, customer service, professional/technical support and management.

Amiable personality with ability to comfortably interact with customers, vendors, technicians and all levels of leadership.

Core Competencies

- ~ Training and Process Improvement
- ~ Cost Management, Inventory and Scheduling
- ~ Research, Analysis, Pattern Recognition, Auditing of Trends and Detecting Data Anomalies
- ~ Technical Aptitude, Ranging from Electronics to Graphic Arts and Digital Design
- ~ Software Proficiency: Microsoft Office, Drawing/Drafting, 3D Modeling, and Web Authoring
- ~ Creating and Interpreting Technical Documents, Maps, Plans, Schematics, Diagrams and Drawings
- ~ Residential and Commercial Building Systems: Structural, Electrical, HVAC and Plumbing Systems
- ~ Experience With Single- and Poly-phase Electrical Wiring, Including Mixed-phase and High-leg Configuration.
- ~ Experience Researching and Evaluating Real Estate
- ~ Reading and Interpreting Legal Documents, Including Plot Surveys and Deeds
- ~ Business Management, Marketing and Sales

Career

Installation Coordinator/Business Support Specialist 2019 to Present

Gridpoint Inc., Roanoke Virginia

Shipping | Scheduling | User Management | Purchasing | Teaching

- Created business processes and procedures for the Installation Coordinator position.
- Created process flow maps in Visio.
- Optimized predictive shipping methods.
- Create/modify purchase orders and process vendor invoices for payment.
- Provides reports and analytical data to ensure vendor SLA compliance.
- Manages remote user database for Dispatchers and Field Technicians.
- Provides vendor Dispatcher training in Sales Force Lighting/Field Service.
- Provided peer training.
- Working remote (home office) since COVID-19 outbreak.

Commissioner/Tier 3 Support Analyst 2013 to 2019

Gridpoint Inc., Roanoke Virginia

Technology | Customer Service | Technical Troubleshooting | Analysis | Teaching

- Brought in-depth knowledge of Energy Management and Electrical/HVAC experience from my position at Advance Auto Parts.

- Streamlined and Automated troubleshooting methods to increase reliability of results and simplify processes.
- Created and taught training sessions teaching electrical and HVAC theory to coworkers.
- Created technical tip sheets to provide Customer Support team with quick access to information.
- Cross-trained with Engineering Group to assist with programming controllers.
- Assisted the Verification Team with fault and trend analysis.
- Assisted the Engineering Group with large site BAS integration and data point discovery.
- Provided technical guidance and troubleshooting to electricians and HVAC technicians during service calls.
- Confirmed the proper connection of components, integrating with HVAC, lighting and electrical service during installation.
- Created and maintained progress and productivity reports.
- Documented all readings and discrepancies during site commissioning and service calls using Team Support, Salesforce, Field Squared, and proprietary software packages.
- Programmed and upgraded controller software/firmware.
- Configured power monitors, sensors and load controllers.
- Interpreted plans, schematics and technical drawings.
- Created and maintained technical documentation.
- Collected and analyzed complicated data to detect anomalous data and rectify the cause.
- Advanced from Customer Support to Commissioning, then promoted to Level 3 Support Analyst while retaining the Commissioning role as well.

Store Manager July 2012 to May 2013

Batteries Plus, Roanoke Virginia

Leadership | Training | Technology | Marketing | Sales | Inventory

- Provided general store operation, including opening and closing, cash reconciliation, light maintenance and marketing.
- Maintained proper inventory and stock levels, and set planograms and signage.
- Performed personnel functions, such as recruiting, applicant evaluation, hiring, training, performance evaluation and termination.
- Scheduled employee shifts to maximize coverage to match demand.
- Exercised environmentally responsible methods of collecting and recycling potentially hazardous materials, including fluorescent lamps, lithium cells and lead acid batteries.
- Promoted B2B and Commercial accounts by directly visiting local businesses.
- Increased store performance by implementing sales matrices and employee coaching.
- Created attractive merchandising displays and signage to increase sales and customer education.

Facilities Coordinator II/Energy Management April 2003 to June 2012

Advance Auto Parts, Roanoke Virginia

Technology | Customer Service | Technical Support | Troubleshooting | Teaching

- Assisted technicians with troubleshooting and repairing commercial buildings, including the site, structure and electrical, mechanical and plumbing systems.
- Responsible for capital and expense (maintenance and repair) budgets for several hundred retail locations.
- Created and taught technical training classes in energy management.
- Created and maintained progress and productivity reports.
- Created and maintained technical documentation and support materials for field technicians and the Facilities Management department.
- Began career in Advance Auto Parts store as a cashier and cross-trained to other positions.
- Obtained ASE Parts Specialist certification.
- Advanced to Inventory Specialist, then began path to management.
- Secured position in Facilities Management in 2007.

Real Estate Salesperson October 2008 to Present

Century 21 Gold Key Realtors, Roanoke Virginia

Marketing | Research | Evaluating | Customer Service

- Assist sellers with preparation and marketing of real estate.
- Assist purchasers with locating and evaluating real estate.
- Assist in the procurement of real estate financing.
- Assist with site evaluation and inspection.
- Investigate property sales history, ownership and documentation.
- Prepare legal documentation related to the sale or purchase of real estate.

Owner/Technology Consultant November 1994 to Present

Neotech, Roanoke Virginia

Technology | Leadership | Programming | Marketing | Graphic Arts | Analysis

- Initially formed this company to provide contract graphics work and programming.
- Currently provide website hosting and programming for non-profits and existing customers.
- Provide occasional computer and electronics service and repairs.
- Provide occasional website, computer and graphics consulting.

Owner/Operator January 2001 to December 2005

SoundWorks Car Audio, Salem Virginia

Technology | Leadership | Training | Marketing | Sales

- Provided general store operation, including opening and closing, cash reconciliation, maintenance and marketing.
- Maintained proper inventory and stock levels, and set planograms and signage.
- Performed personnel functions, such as recruiting, applicant evaluation, hiring, training, performance evaluation and termination.
- Designed custom power and signal distribution and custom speaker enclosures.
- Installed aftermarket options, such as navigation, cruise control, power windows and locks, sunroofs, collision avoidance, security and remote start.
- Provided on-site service and installation for local car and equipment dealers.
- Designed and installed custom vinyl graphics and lettering.
- Provided electronic equipment repairs.

--- *Education*

Bachelor of Science in Religion

Coursework in Ministry, History, Psychology, Criminal Justice and Philosophy

2015 Summa Cum Laude Graduate (GPA 3.96)

Liberty University, Lynchburg Virginia

Associate of Arts in Interdisciplinary Studies

Coursework in Business Communication, Teaching, Counseling and Philosophy

2013 Honors Graduate (GPA 4.0)

Liberty University, Lynchburg Virginia

Continuing Education

Coursework in Humanities, Programming, Government, Psychology and Foreign Language

2007-2010 President's Honor Roll (GPA 3.66)

Virginia Western Community College, Roanoke Virginia

Certifications and Licensure

Adult and Pediatric First Aid & AED Certification
FCC License: Radiotelephone Operator Permit
Real Estate Salesperson License
EPA Section 608 Type I (Small HVAC/Refrigeration) Certification
Preventative HVAC Maintenance Technician Certification
R-410A Technician Certification

Volunteer Work

Advertising Advisory Committee Member

2009 to 2011 and 2016-2018

Roanoke Valley Association of Realtors, Roanoke Virginia

Served on this committee, which monitors print, web and sign advertising for compliance with RVAR regulations as well as local ordinances. Submitted violation reports and followed up to ensure compliance.

Volunteer/Minister

2015 to 2019

Under The Bridge Ministry, Vinton Virginia

Served food and provided instruction and fellowship to those in need, and occasionally taught or provided spiritual guidance to the congregation.

Missionary Worker

2015 to 2018

Impacto Ministry, LaPlata Maryland

Traveled to San Pedro La Laguna, Guatemala. Assisted in teaching children mathematics, Spanish and English language. Helped with construction projects. Provided fellowship and spiritual guidance.

Assistant Sunday School Teacher

2012 to 2016

Community Church, Salem Virginia

Assisted with youth (6th grade through college) Sunday school lessons. Previously assisted with the children's (Kindergarten through 5th grade) group.

AWANA Leader/Commander

2012 to 2015

Community Church, Salem Virginia

Provided support and instruction to volunteer leaders, maintained program inventory and club records, scheduled and coordinated all meetings and events.

Deacon

2011 to 2019

Community Church, Salem Virginia

Assist the pastors by supporting the needs of the congregation and maintaining contact with assigned families.

Scout Leader

2000 to 2004

Boy Scouts of America, Roanoke Virginia

Served as a Den Leader for several progressive age groups, from kindergarten through fifth grade. Also served as Cub Master, overseeing the operation of the entire pack.

Hobbies and Interests

Local History

I became interested in the area's history and architecture during an art appreciation course. Being a Roanoke native, I currently contribute my knowledge of the area and share my research online.

Digital Creation

I have been interested in all facets of digital design and manipulation, from programming microcontrollers, to digital image creation and logo design, to digital modeling and 3D printing.

Engineering and Robotics

I have designed and built several electronics projects for hobby and industrial use, including circuit board design. I regularly build, repair and maintain consumer electronics and 3D printers.