

# CARLOS M PAGAN

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## PROFILE

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***A distinguished veteran and leader in business applications with over two decades of expertise, highly regarded by top-tier executives and diverse business teams. Renowned for adeptly managing intricate, expansive application initiatives and consistently achieving outstanding business outcomes.***

I am an accomplished technology professional with over 15 years of experience installing, repairing, and maintaining various systems. My extensive background includes serving as a senior training analyst and Navy Technical Instructor, where I developed a deep understanding of electrical power sources and networking systems configurations and successfully delivered projects in the shipbuilding industry for over ten years. I am passionate about leadership, strategic thinking, and team collaboration. I have a proven track record of providing strategic planning and innovative solutions to ensure training and technical instruction excellence. With a strong desire to excel in senior management, I am eager to leverage my expertise, drive, and leadership skills to drive organizational growth and success. I am committed to embracing new challenges, fostering innovation, and leading teams to achieve excellence. I am confident that I can bring significant value to an organization that values innovation, growth, and a forward-thinking approach, and I am excited to explore new opportunities to contribute to the success of such an organization.

## PROFESSIONAL EXPERIENCE

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**SAIC – Virginia Beach, VA**

**2022 – Present**

**Senior Training Analyst – CANES SME**

- Developed and delivered comprehensive CANES (Consolidated Afloat Networks and Enterprise Services) training modules to naval personnel, enhancing operational readiness.
- Collaborated with senior naval officers to identify training needs and tailor curriculum accordingly.
- Conducted hands-on training sessions, simulating real-world scenarios to ensure a practical understanding of CANES systems.
- Evaluated trainee performance, providing feedback and additional resources to ensure mastery of CANES functionalities.
- Stayed updated with the latest CANES system updates and integrated them into the training curriculum.

**Truestone – Suffolk, VA**

**2020 – 2022**

**Procurement Manager**

- Analyze day-to-day operations to identify deficiencies and collaborated with teams across ten departments to address weaknesses, leading to a 150% increase in efficiency.
- Evaluate supplier quotes based on purchasing procedures and competitiveness in quality, price, and delivery to provide appropriate recommendations to leadership on cost-saving strategies.
- Coordinate logistics procurement to various vendors, tracking funding via Costpoint.
- Reduce the number of shipping-related accidents by 15% through the implementation of safety guidelines and leading safety training requirements.
- Lead multi-functional teams in problem resolution and continuous improvement activities emphasizing Six Sigma, lean practices, and other analytical improvement methods and tools.

**Truestone – Suffolk, VA**

**2020-2020**

**Logistics Analyst**

- Resolved warehouse, sales, brokers, and carriers issues through Microsoft Excel spreadsheet and accessed database updates and status visibility.
- Utilize system drawings to support the installation team with insight into part needs and availability.
- It was the communication liaison between carriers and various company departments on invoice payment issues, maintaining the SharePoint site, and successfully resolving over 100+ points.
- Developed Excel spreadsheets to track inventory, optimizing inventory management processes by 35%

- Deliver superior client experience by accurately assessing customer needs and promptly addressing issues.

**Truestone** – Suffolk, VA

**2017-2020**

***Lead Install Technician***

- We have improved operational efficiency by 30% by recommending changes in circuitry or installation specifications to simplify the assembly and maintenance of ship components.
- They analyzed issues with circuit boards and wire harnesses to apply fixes using schematics, blueprints, wiring diagrams, and testing instruments.
- Build/Test/Install network cables to include Cat5, Cat6, and Fiber optic connectors.
- Assisted with building end-user workstations and connecting to the local network.
- Provide augmentation support for end-user devices and peripherals to support the U.S. Army Windows 10 migration.

**Career Note: Temp to Hire | September 2016 - July 2017**

- Between contracts, I worked at Portsmouth Shipyard, Maine, and the USS Hampton submarine, building fiber optic jumper cables and running power cable panel to panel.

**SERCO** – Norfolk, VA

**2014-2016**

***Electronic Technician 3***

- Using hand tools and measuring instruments, I assembled over 50 electrical and electronic systems and prototypes according to engineering data and electrical principles.
- We applied electrical expertise to install power modifications for over 25 Naval Vessels, improving overall vessel power use efficiency.
- Build/Test/Install CANES drop boxes for printers and workstations.
- Interpret test results to diagnose malfunctions and promptly adjust, repair, or replace defective parts in various networks.

**TECHNICAL SKILLS & CERTIFICATIONS**

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United States Coast Guard Petty Officer Electrician's Mate  
 Security+ Certification  
 Fiber Optic Inspection & Install  
 OSHA 30

**EDUCATION**

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Bachelor of Applied Science, Business Administration Old Dominion University, Norfolk, VA  
 Associates of Science, Business Management, Tidewater Community College, Virginia Beach, VA  
 Associates of Science, Network Technology, ECPI, Virginia Beach, VA

