



## Darian Church

757-704-6253

darianchurch276@gmail.com

Norfolk, VA 23518

## SUMMARY

Disciplined Enlisted Soldier known for high productivity and efficiency in completing tasks. Possess specialized skills in strategic planning, weapons handling, and emergency response. Excel in leadership, teamwork, and communication, ensuring success in demanding environments. Adapt quickly to new challenges and committed to continuous improvement.

## SKILLS

- Customer service excellence
- Interdepartmental communication
- Cash handling
- Customer relations
- Order management
- Escalation handling
- Schedule management
- Flexible schedule
- Customer service
- Team leadership
- Relationship building
- Interpersonal skills

## EXPERIENCE

Enlisted Soldier

Norfolk, VA

United States Army National Guard/ Jan 2023 to Current

- Performed inspections to keep equipment in working order.
- Participated in community service projects, representing the military organization positively.
- Displayed leadership in accomplishing assignments and learning new skills.
- Performed risk assessments before missions to minimize potential threats and casualties.
- Completed basic and advanced combat training courses, mastering individual soldier skills.
- Performed preventative maintenance on HVAC systems and equipment.
- Verified the condition of electrical systems, plumbing fixtures and HVAC equipment.
- Performed calculations for design of HVAC systems and equipment sizing.
- Installed, adjusted, repaired and maintained HVAC systems.
- Troubleshoot electrical wiring issues related to HVAC systems.
- Performed preventive maintenance on HVAC systems as directed by technicians.

Customer Service Leader

Norfolk, VA

Foodlion Grocery Store/ Dec 2022 to Current

- Ensured compliance with company policies and regulatory requirements related to customer service.
- Resolved escalated customer issues with professionalism and patience.
- Promoted high customer satisfaction by resolving problems with knowledgeable and friendly service.
- Supported sales team members to drive growth and development.
- Determined accurate prices for customer services, consistently searching for deals and best prices.
- Scanned merchandise using point-of-sale system for accurate purchase totals.

- Worked closely with front-end staff to assist customers.
- Issued receipts, refunds, credits or change due to customers.
- Processed returned merchandise by strictly following store return and exchange procedures.

Server

Norfolk, VA

Waffle House Restaurant/ Jun 2021 to Dec 2021

- Communicated with hosts, bussers and kitchen staff to prepare for and serve customers.
- Ensured that each guest was served courteously, quickly, and efficiently.
- Responded efficiently to guest inquiries and complaints in a professional manner.
- Maintained knowledge of current menu items, garnishes, ingredients, and preparation methods.
- Responded to ad hoc cleaning duties at end of shift.

## EDUCATION AND TRAINING

High School Diploma

Lake Taylor High School Jun 2023

Norfolk, VA

Some College (No Degree): Computer Science

Old Dominion University

Norfolk, VA

## ACCOMPLISHMENTS

- Army Achievement Medal

## CERTIFICATIONS

- EPA 608 Universal Certification

## REFERENCES

References available upon request.