

JOHN A. GRAHAM

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TARGET POSITION – FACILITIES PRESERVATION ENGINEER

Highly trained business professional with over a decade of integrating technological solutions to improve service, streamline workflow, and deliver overall customer and company satisfaction. A skilled professional who is detail-oriented and results driven with a proven ability to exceed expectations by combining organizational skills, quality improvement, time management qualities, and communication proficiency. Able to multitask with high integrity and dependability in a fast-paced environment with the ability to communicate effectively at all levels of management through strong interpersonal skills. Extensive computer knowledge and experience with multiple technological platforms such as AutoCAD, Inventor, Microsoft Word, Excel, PowerPoint, and Access. Proven ability to adapt quickly in changing environments while maintaining a strong work ethic and integrity.

KEY QUALIFICATIONS

Test Program Management | Procedural Compliance | Technical Guidance | Customer Service | Systems Diagnostics |
Repairs & Troubleshooting | Preventative Maintenance | Quality Assurance
Electro-Mechanical Machines | AC/DC Power Distribution | Digital & Analog Circuitry | Electric Schematics
Logic Diagrams | Mechanical Drawings | Network Navigation | Project Management | Personnel Management

PROFESSIONAL EXPERIENCE

International Paper – Franklin Mill, Franklin, VA (July 2023 – Current)

Facilities Preservation Engineer

Responsible for maintaining International Paper's Franklin Mill up to commercial, industrial, state, and federal codes through the appropriate deployment of personnel and resources to essential projects within the facility.

Huntington Ingalls Industries, Newport News, VA (May 2019–July 2023)

Nuclear Shift Test Engineer

Responsible for maintaining and progressing the nuclear test program through the use and thorough understanding of test procedures, technical documentation, and governing specifications. Ensuring accurate and adequate data is recorded and supplied to varying levels of managerial oversight and outside organizations while maintaining clear and concise formal communication in the methods used to attain information. Worked with and provided program oversight to varying numbers of personnel on a day-to-day basis, to include formal briefs and training of in excess of 60 personnel.

- Lead the implementation of new SOP resulting in the successful completion of a key event 6 months ahead of schedule.
- Ensured all processes and procedures were handled accurately and adequately by providing strict oversight and forceful backup through internal audits, process observations, and assessments of work performed.
- Managed multiple jobs and personnel in a fast paced environment concurrently to ensure the successful flow and completion of all required tasks.
- Provided exceedingly high levels of technical backup and prowess via in-depth understanding and use of technical manuals, drawings, and root cause analysis.
- Responsible for identifying, mitigating, and providing effective solutions for risk management to junior and senior personnel.
- Performed exceptionally with an ability to self-initiate work on complex systems while maintaining the requisite attention to detail.
- Lead the testing on all Reactor Instrumentation and Control systems, as well as, lead the interface and turnover of system documentation to Ship's Force developing key deficiency and maintenance tracking system used throughout the entirety of the project.
- Was a main mentor and guide for the newer members of the department and was key in their development of fundamental Electrical Test Engineer knowledge, skills and abilities.

- Wrote, implemented, and provided trainings to senior and junior ship yard and Navy personnel, to include an electrical tagout and work control guidance tech manual implemented for use at all levels within the company.
- Reviewed, updated, and maintained all technical documentation providing specifications, work guidelines, and standard operating procedures.

Powers Business Machines, Newport News, VA (January 2018–May 2019)

Service Technician – Service Manager in Training

Works in conjunction with 3 service technicians to perform day-to-day functions. Actively trains with service manager to ensure companies guidelines are met in preparation for promotion to service manager position.

Maintain extremely high level of customer service, preventative maintenance, and troubleshooting and repair.

Troubleshooting, repair, and preventative maintenance performed on multifunction printers, control, and power circuit boards, as well as network related connectivity issues.

- Responsible for the timely, detailed, and accurate reporting of all required information regarding service calls.
- Maintains accurate levels of part and supply inventory in conjunction with accurate reporting and above average troubleshooting to solely maintain a service territory to include Portsmouth, Chesapeake, Suffolk, Norfolk, Virginia Beach, and Eastern North Carolina encompassing hundreds of customers.
- Increased technician, as well as business productivity and streamlined day to day operations through cognitive thought process and planning.

Western Branch Metals LC, Suffolk, VA (June 2017-Dec 2017)

Maintenance Supervisor

Worked under maintenance supervisor to learn all aspects of repair work performed on machinery used in day-to-day operations. Performed various maintenance to items such as shop cranes, 40-, 60-, and 250-ton hydraulic presses, and CNC machines.

- While learning shop maintenance, learned and proficiently operated the 40-, 60-, and 250-ton hydraulic presses to straighten propeller shafts within ABYC standards, ran propeller shaft polisher and grinder, safely operated forklifts and side loaders, and proficiently worked with shippers to ensure proper transportation of materials.
- Worked directly under company Vice President to learn aspects of verifying material composition and proper material preparation.

Smile Business Products,, Salinas, CA (September 2013–May 2017)

Solution Supervisor | IT and Repair Department

Supervised and provided technical guidance to a team of 5 solution technicians and oversaw 200+ installations yearly. Provided clients with most current office technology, support, and training to ensure clients' businesses run efficiently. Support sales and install copiers, printers, fax machines, digital duplicators, interactive touch-screen whiteboards, projectors, and document management software programs. Install, troubleshoot, and evaluate problems. Conduct on-site evaluations, recommend products and services, and use diagnostic tools to analyze components, products, and equipment. Lead meetings, schedule jobs, assign work, and deal proactively to find solutions to drive team success and deliver high levels of customer satisfaction.

- Manage all aspects of total customer service and care, document system problems, handle preventative maintenance, complete installations, and recommend system upgrades/products.
- Create, establish, and implement maintenance and installation schedules.
- Provide support to call center by filling in when short staffed to handle calls and provide solutions.

Select Highlights:

- Promoted to Solutions Supervisor from Field Service Technician within first year for work ethic, selling and upgrading products, growing account base to 150+ customers, and meeting deadlines and goals.
- Drove customer service and company excellence through successful implementation and use of key performance indicators driven by clear and concise communication with numerous customers daily, managing time and product inventory, and providing high-quality technical support, troubleshooting, and repair of equipment.

- Met with customers, listened to concerns, conducted inspections, performed preventative maintenance; through strict attention to detail and self tracking metrics managed parts, tools, and stock maintained within company vehicles at required levels.
- Fostered teamwork and trained technicians on all aspects of the business focusing on customer service and technical skills.
- Set up and tested new equipment prior to delivery and installation at customers' sites to ensure proper working conditions, conducted customer training on all equipment installed, and answered questions.
- Completed technical classroom training and online training across varying platforms on product lines.
- Mastered and maintained extensive computer and technical knowledge and skills, including computer networking, Microsoft Office, Mac, and computer hardware to solve complex and unusual problems.
 - Gained knowledge and utilize expertise in network layouts, switches, routers, firewalls, printer connectivity, network-based scanning, firmware, and software installation.

United States Navy, Newport News, VA (June 2009–December 2012)

Nuclear Electronics Technician

Oversaw operations and control of reactor, cleaned and maintained all electrical components, including computer system cards, various breakers, and loads. Worked regularly with three phase AC up to 36 volts and certified/trained for up to 1040 volts.

- Performed preventative and corrective maintenance on reactor instrumentation and control systems, handled complex troubleshooting, and repaired operations on nuclear power indication and reactor control systems.
- Conducted major test procedures and performed maintenance on pressure and temperature instruments, water level systems, flow control systems, alarm/radiation detection indicators, and reactor protection systems.

EDUCATION

Mechanical Engineering – Nuclear Systems (2019- Fall 2023) – Old Dominion University, Norfolk, VA

- ABET accredited university
- Minor in Engineering Management

Completed Electronics Technician Program — Naval Nuclear Power Training Command (NNPTC), Goose Creek, SC

Completed Nuclear Power Engineering Program — Naval Nuclear Power Training Command (NNPTC), Goose Creek, SC
Qualified for program based on high ASVAB exam score, earning 92 out of 99. Held Secret DoD Clearance

College-level Courses: Calculus, Calculus-based Physics, Fluid Dynamics, Applied Hydraulics, Electrical Power Theory, Generating Equipment, Nuclear Reactor Technology, Thermodynamics, Heat Transfer, Chemistry, Materials Sciences, Metallurgy, Reactor Principles and Ethics

CERTIFICATIONS

| CPR | Absence of Voltage | Electrostatic Discharge Worker | 30 – 300v Electrical Worker | >600v Electrical Worker |