

MARCUS DICKERSON

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PROFESSIONAL SUMMARY

A seasoned Operations Management professional and Navy Veteran with extensive experience in training development, logistics, and financial oversight across various roles within the Navy. Demonstrated exceptional ability in strategic planning, team leadership, and operational efficiency, consistently exceeding performance targets and enhancing organizational capabilities. Spearheaded the improved utilization of a training and preparedness tracking system, significantly boosting the mission readiness of personnel through improved qualifications assessments. Possesses a strong background in leading cross-functional teams through complex and challenging situations while effectively communicating with individuals from diverse backgrounds. Driven by a relentless commitment to operational efficiency, performance maximization, and the pursuit of excellence. Holds a Secret Security Clearance.

- Project Management Intern
- Problem-Solving
- Quality Assurance & Risk Mitigation
- Process Improvement & Strategic Planning
- Operations Management
- Health, Safety, and Environmental (HS&E) Compliance
- Financial Oversight & Budget Control
- Client Relationship Management & Retention
- Effective Communication & Leadership

PROFESSIONAL EXPERIENCE

Consolidated Electrical Distributors | Conroe, TX
Warehouse Worker | Sep 2024 – December 2024

Verifying inventory, pulling tickets, operating a forklift, and using a stand-up reach truck; responsible for receiving and processing incoming stock and materials, picking and filling orders from stock, packing and shipping orders, managing, organizing, and retrieving stock in the warehouse, and performing regular inventory counts. Maintain a clean and safe working environment, adhering to company safety guidelines and procedures.

Retirement from military | July 2023 - October 2024

- Took time off from working after 24 years of service in the Navy to return to college and spend time with my family.

U.S. Navy | Various Locations
Training Manager | January 2018 – July 2023

I managed on-site and online training for around 3K Navy Reserve personnel, covering cybersecurity, risk management, combat training, and sexual harassment prevention.

- Led efforts to improve the use of a training and preparedness tracking system, making it easier to assess personnel qualifications accurately. Additionally, it expanded the pool of mission-ready candidates by updating training requirements for command personnel.
- I have developed and delivered over 62 comprehensive PowerPoint training presentations to 50 personnel. This included a Train-the-Trainer program on how to use the Training tracking system effectively.
- I carefully monitored and analyzed billing audits for hotel and food expenses. This helped us eliminate budget overruns caused by inaccurate claims from individual Reservists.
- Contributed to logistics and financial oversight of Site Operations by providing exceptional customer service and

meticulously reviewing accounting records, financial statements, Inventory Accuracy, Sales Support, and reports utilizing Microsoft Word and ERP, as well as packing and shipping uniform items using Kitting.

Talent Acquisition Instructor | April 2018 – January 2019

Specializing in training and mentoring new recruiters on effective strategies, Navy policies, and engagement techniques to attract and enlist high-quality candidates into the Navy.

- Directed extensive recruiter training, boosting skills in public speaking, influencing, diversity, financial management, and strategic listening, significantly enhancing recruitment results and productivity.
- Mastered and imparted advanced techniques in leveraging information-gathering interviews, case histories, and assessment strategies to optimize recruiter performance and candidate assessment accuracy.
- Offered expert guidance and support to individuals, groups, and families, enabling them to overcome challenges and crises, strengthening community and organizational resilience.

Senior Nautical Operations Supervisor | June 2017 – January 2018

Supervised and directed a team of 4 personnel navigating over 600 nautical miles and over 200 hours of watch, managing preventive and predictive mechanical maintenance, training, career counseling, and cartography responsibilities.

- I developed and tracked key performance indicators to assess the effectiveness of operational strategies and marketing efforts. I integrated group evaluation processes and methods to ensure the most effective use of resources and equipment.
- I implemented operational strategies to streamline processes and enhance overall performance management, including transitioning weekly equipment maintenance in-house, which resulted in \$200K in cost savings by cutting dependence on external contractors.
- I contributed to marketing operations by conducting day-to-day supervision of employee job execution and implementing process optimization strategies to improve operational efficiency and reduce costs. This involved generating an additional \$300,000 in savings by creating 11 JSN jobs, 24 equipment validations, and managing inventory and transactions in the warehouse.
- I utilized management software to monitor and improve business processes and implemented automation tools to reduce costs and optimize operations.
- Maintain ship records and develop vessel databases tracking ship movements and maintenance history through our operational logs and systems. This includes storing records and assessing vessel performance after each mission or docking.
- Assisted in Ship readiness and oversight by ensuring all vessels and personnel operate safely and effectively. This includes collaborating with various departments and working closely with logistics and supply to ensure seamless operations across departments when entering ports.
- Performed Quality assurance for vessel inspections and certifications. Reviewed vessels' readiness regarding safety and compliance standards. Conducted ship inspections before entering foreign ports and for major maintenance.
- I used Mooring Analysis to ensure the ship's operational readiness to dock or berth safely coming into ports. I ensured that my ship met compatibility requirements with the port facilities and conducted mooring analyses and readiness assessments.
- I used various Navy-specific systems for ship stability and docking simulations, ensuring secure mooring and safety for docked vessels. Developing berth models and databases for our work with deployment and mooring plans.
- I used Record Maintenance and Database Development to maintain ship records and develop vessel databases tracking ship movements and maintenance history through our operational logs and systems. This includes storing records and assessing vessel performance after each mission or docking.
- Coordinated with operational departments, such as Combat Systems and Engineering, to ensure smooth mission execution and that resources aligned with operational needs to provide safe, reliable cargo transfers while maintaining high safety and environmental standards.
- Maintained and updated Standard Operating Procedures (SOPs) and readiness manuals to reflect the latest operational guidelines, safety protocols, and lessons learned.

- Conducted Vetting/Navy inspections and readiness checks, ensuring the ship met all deployment safety and mission standards.
- Safety Sensitivity was paramount in hazardous environments, which required a high level of risk awareness.
- I used communication, organization management, and planning for complex operations and deployments by setting up safety, navigation, and port visit briefs to brief the commanding officer to coordinate with allied ships for joint operations.

Experience Recruiter | May 2013 – June 2017

Led recruiting and HR, meeting monthly quotas by innovating a strategy that expanded geographic reach. Represented the US Navy in over 15 career centers. Mentored over 400 candidates, including Special Forces, enhancing personnel readiness.

- Experienced professional with expertise in strategic direction and strategic partnerships, achieving significance in recruitment metrics by mastering communication, sales, and customer service.
- Proven ability to exceed annual targets, secure new agreements, and foster a high-performance culture through organizational transitions.
- Recognized for excellence in professional development and maintaining strong customer relationships.
- Skilled in mentoring candidates, implementing emerging technologies, and driving strategic initiatives to ensure program completion and promotion.
- Demonstrated leadership in managing teams, driving organizational growth, and achieving top recruiter ranking through competitive professionalism and vision.
- Upholds a reputation for integrity while coaching and mentoring candidates to achieve their career goals.

Team Leader/Maintenance Supervisor | November 2007 to May 2013

As a pivotal member of the Navigation Team, I've demonstrated a solid operational focus and showcased multi-skilled leadership development in the department, problem-solving skills, and the ability to handle complex tasks related to Plant Operations Power Plant. My service record boasts 22 successful restricted water transits, 14 foreign port visits, 20 modified navigation details, and the safe navigation of over 35,000 nautical miles of open ocean. I also took on the role of a supervisor and mentor, guiding teams of sailors on Continuous Improvement.

- Responsible for a department of 14 personnel; roles included Safety Training Supervisor, Work Center Supervisor, Divisional Career Counselor and Preventive and Predictive Maintenance Supervisor.
- Responsible for ensuring team and employee accountability for safety, quality, on-time delivery, compliance, budgeting, reliability, and all other aspects of ship operations and functional Support.
- As Production supervisor, I managed the installation and repair of production equipment, designed and crafted parts, conducted tests, supervised tag-out procedures, monitored and calibrated various equipment, ordered tooling supplies and replacement parts, trained on safe and proper disposal of hazmat chemicals, and resolved employee grievances. I also managed contracts, implemented solutions to operational issues, cross-trained with the Engineering department and QA, and resolved production, control, and quality problems. Additionally, I performed other assigned tasks.
- During my first year, I achieved a 100% success rate for all 106 planned maintenance tasks, saving the government \$650,000. I accomplished this by implementing new training requirements for personnel and obtaining their certification in maintenance material management, all within the annual budget. I was responsible for budget development and establishing strategic alliances.
- Provides leadership for and the development of direct reports to support a culture of solid fundamentals of operation and maintenance.
- As the Division Leader, I helped achieve a 94% score on a major equipment inspection. This was achieved by maintaining a clean and safe work environment, ensuring that junior personnel were well-informed, and prioritizing human performance and industry research.
- As the Preventive Maintenance Supervisor, I created 25 job descriptions and four diagrams for equipment installation and replacement in production. These efforts aimed to support the testing and repair of machinery, ensuring operational efficiency.
- I oversaw a budget of over \$100,000 for controlling labor costs. I led a team responsible for preserving and maintaining the 06 and 07-level weather decks. My duties included inspecting mechanical systems, interpreting designs, coordinating activities, establishing procedures, and scheduling maintenance for support systems. My expertise lies in Protection

Systems and Financial Processes.

- I have completed over 90 inspections and obtained Quality Assurance Certifications to help maintain control in shops, manage sites and contracts, and ensure cleanliness in production environments. My experience includes equipment development, process controls, safety programs, pressure vessels, and briefing personnel during stand-up meetings to ensure operational excellence and awareness.
- Conducted Vetting/Navy inspections and readiness checks, ensuring the ship met all deployment safety and mission standards.
- Safety Sensitivity was paramount in hazardous environments, which required a high level of risk awareness.
- I used communication, organization management, and planning for complex operations and deployments by setting up safety, navigation, and port visit briefs to brief the commanding officer to coordinate with allied ships for joint operations.
- Maintained and updated Standard Operating Procedures (SOPs) and readiness manuals to reflect the latest operational guidelines, safety protocols, and lessons learned.

EDUCATION | CERTIFICATIONS

Bachelor of Business Administration, Project Management | Southern New Hampshire University | In Progress

Graduate August 2025 (GPA 3.8)

Fundamentals of Project Management & Oversight & Standing up a Project Office Certification | U.S. Navy

Certified Associate in Project Management (CAPM) Certification | Southern New Hampshire University

Project Assessment Process and Resource Management Certificate | U.S. Navy

Supervisor Risk Management (ORM) Certification | U.S. Navy

Quality Assurance Supervisor Certification | U.S. Navy

Heavy Equipment Operator Certification | U.S. Navy

Certified Lean Six Sigma Black Belt | StackSkills

Certified in Quality Assurance | U.S. Navy

NOTABLE MENTIONS

Leadership Honor Society Member

TWIC Card Holder

TECHNICAL COMPETENCIES

Software: Microsoft Office Suite 365 (Word, Excel, Outlook, PowerPoint, SharePoint) | Adobe | Google Applications

Operating Systems: Mac | Microsoft Windows