

# MICHAEL JOHNSTON

Johnston.Michael.D@Gmail.com

## EDUCATION

Associate of Science  
Presidential Award for Physical Sciences  
2003 - Nassau Community College Uniondale, N.Y.

## INTERESTS AND ACTIVITIES

Active member and Captain of the Baldwin Volunteer Fire Department.

## WORK EXPERIENCE

04/10 - 01/11 Tarr's Home Improvement's Inc.  
118 New Hyde Park Rd, Franklin Square, NY 11010

### Project Manager

- Management of two field crews.
- Direction of multiple sub-contractors representing various trades.
- Estimation and procurement of materials for multiple projects.
- Scheduling between sub-contractors and customers.

09/08 - 02/10 Brown Builders Supply Corp.  
1700 Plaza Ave, New Hyde Park, NY 11040

### Inside / Outside Sales

- Provided customer service through sales to new and existing accounts.
- Resolved technical issues for customers concerning products and methods.
- Created corporate website and assisted in the maintenance of inventory database.

09/06 - 09/08 A.M. Shield Waterproofing Corp.  
33 Albertson Ave., Albertson N.Y. 11507

### Operations Manager

#### N.A.W.S.R.C. Certified Waterproofing Specialist

- Management of seven field crews, two member sales force and office personnel.
- Headed up research and development on new products and methods for the company. Implemented the capillary waterproofing, mold remediation, spray foundation waterproofing and spray air barrier programs for the company.
- Created print and web media including, but not limited to the company website, telephone book ads, salesperson pitch book, fliers, handouts, post cards and follow-up customer satisfaction documents.
- In charge of fleet maintenance on 10 vehicles and 4 pieces of heavy machinery.
- Scheduling of jobs and assignments of crews according to daily needs.
- Requisitioned needed materials in a timely manner, was also able to reduce costs through different buying strategies.
- Provided large commercial clients with estimates and also served as a member of the sales force in times of high demand.
- Ensured customer satisfaction before, during and after all jobs. Company received N.A.W.S.R.C. Service and Technicians Assessment Report Award as a result.

09/04 - 09/06

US Department of Homeland Security  
Transportation Security Administration  
MacArthur Airport, Ronkonkoma, NY 11779

Federal Officer / Dual Functioning Screener

- Operation and daily maintenance of metal detectors, x-ray and explosive detecting machines.
- Extensive knowledge of federal and local laws and operation procedures.
- Provided exceptional customer service to passengers, received several letters of merit from passengers.
- Recipient of "Employee of the Month" award March 2006.

#### OTHER EXPERIENCE

- Certified Waterproofing Specialist (C.W.S.) by the National Association of Waterproofing and Structural Repair Contractors (N.A.W.S.R.C.)
- Certified Microbial Remediation Course certificate from the Indoor Air Quality Association.
- National Fire Protection Association certified 1041 Instructor 1.
- Certified in Methods of Instruction by the National Fire Academy & Nassau County Vocational Education and Extension Board.
- F.E.M.A. certified in IS-00700, IS-00100 and IS-00200.
- Microsoft Office Suite, Adobe Photoshop, Adobe InDesign, Net Objects Fusion, Quicken and AccountMate software.
- Microsoft Windows (from version 3.1 to current version)

#### REFERENCES

Provided upon request.