**NEPHI L. BRIMHALL**

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**BUSINESS MANAGEMENT**

Business professional who understands the balance between meeting business needs and providing exceptional customer service. Always strives to exceed performance and financial goals. Possesses strong knowledge of sales process and contract negotiation. Competencies include:

Leadership · Management · Customer Service · Sales · Project Management · Budget Planning

Professional Presenting & Instruction · Military Training · Electronics

**PROFESSIONAL EXPERIENCE**

**BOMBARDIER TRANSPORTATION · Houston, TX · 2016 – Present**

*The world’s leading manufacturer of high speed trains and public transit systems.*

**Engineering Supervisor**

Oversee operations and maintenance at Bush Intercontinental Airport by assessing functional needs to improve system readiness. Regional training representative in charge of professional and technical development for site supervisors, service engineers, and transportation technicians.

* Supervise corrective and preventive maintenance for transportation and control systems.
* Create and track key performance indicators to improve system reliability and availability.
* Instrumental in the formation of a training certification program for supervisors and engineers.

**VARIAN MEDICAL SYSTEMS · Houston, TX · 2008 – 2016**

*Manufactures X-ray machines and digital imagers used for radiotherapy and radiosurgery.*

**Service Manager**

Responsible for customer service, sales, and project management of hardware and software upgrades, service contracts, and the installation and maintenance of medical equipment. Planned for and maintained $12 million annual budget with revenue forecasting, expense management, employee and customer training, and capital asset tracking.

* Built strong relationships with national account customers which lead to new equipment acquisitions, system upgrades, and service contract renewals.
* Maintained a contract renewal and capture rate of over 90%.
* Worked with employees to improve efficiency and utilization while reducing overtime.

**NOVELLUS SYSTEMS · Tualatin, OR · 2000 – 2008**

*Supplier of semiconductor equipment and services.*

**Lead Technical Instructor**

Supervised course development, instructor schedules, system maintenance, and instructor training to include mentoring new instructors on proper presentation and delivery. Trained internal and customer service engineers on system theory of operation, component identification, preventive maintenance, corrective maintenance, and troubleshooting.

* Reduced training costs by streamlining deliverables, establishing pre-training checklists, and assisting with the development of online training courses and material.
* Worked with internal certification team to develop and modify curriculum which provided up to date training and materials to the service organization.

**UNITED STATES MARINE CORPS · Yuma, AZ · 1995 – 2000**

*Forward deployed expeditionary force in readiness.*

**RADAR Maintenance Supervisor**

Managed a team of RADAR technicians for the operation and maintenance of the AN/TPS-59 RADAR. In charge of system preventive and corrective maintenance and the training of new technicians.

* Provided a high level of skill with soldering and component repair which enabled system availability of 100% during readiness and operational exercises.
* Supported detachment IT department with computer network and administration needs.

**EDUCATION**

**Master of Business Administration**

**WALDEN UNIVERSITY · Minneapolis, MN · 2013**

**Bachelor of Science in Business Management**

**UNIVERSITY OF PHOENIX · Phoenix, AZ · 2007**

**TECHNICAL SKILLS**

Microsoft Office Suite: Word · Excel · PowerPoint · Outlook

SAP · HTML · Dreamweaver · AutoCAD · Soldering · Schematic Reading

**CERTIFICATIONS**

Microsoft Certified Professional (MCP) · Performance Based Equipment Training (PBET)

Langevin Instructional Techniques · Langevin Instructional Design