

JOSHUA MCCLAM
(919)-995-4123
jmcclam92@gmail.com
www.linkedin.com/in/joshua-mcclam-7510bb101/
Active Top-Secret Clearance
Drone Operator | U.S. Air Force

EDUCATION & CERTIFICATION

North Carolina Central University, Durham NC
Bachelor of Science, Health & Physical Education

Holly Springs High School | Holly Springs, NC

First Aid CPR and AED

PROFESSIONAL SUMMARY

Aspiring Information Technology Professional(Sales) and U.S. Air Force Veteran leveraging over 3 years as a proven leader and manager able to be adaptable and multi-task missions, projects, and programs placing the right personnel and resources as needed to meet internal and external requirements. Looking to expand my skills/experience and have a long term career in the private sector.

SKILLS

Drone Operator (Unmanned Aircraft System (UAS)) - Cybersecurity - Health and Fitness - Process Improvement - Network Security - Data Privacy - Operations Analysis - Time Management - Data Analysis - Information Management - Microsoft Office Suite 365 - Sharepoint

LEADERSHIP PROFILE

- **Business Acumen** | Possess the ability to understand business goals and recommend new approaches, policies, and procedures to effect continual improvements in business objectives, productivity, and development of the company.
- **Organization Development** | Passion for creating a vision and goals that inspire and motivate teams to achieve excellence in terms of customer support and core legal processes.
- **Motivated Learner** | Demonstrated ability to assimilate new ideas, concepts, methods, and technologies. Dedicated and innovative team builder with a superior work ethic.
- **Highly Skilled** | Proven track record for collaborating with multi-dimensional teams in high-pressure, high-tempo environments producing on schedule and within required deliverables.

PROFESSIONAL EXPERIENCE

United States Air Force | Various Locations

Jan. 2020 – Present

Drone Operator

- Performs mission planning, preflight, in-flight, and post-flight duties in accordance with aircraft technical orders, applicable Air Force Instructions (AFIs), and Unified Combatant Commands. Operated mission planning ancillary equipment to initialize information for download to airborne mission systems.
- Detect, analyze, and discriminate between valid and invalid targets using synthetic aperture radar, electro-optical, low-light, infrared full-motion video imagery, along with other active or passive

- acquisition and tracking systems.
- Conduct immediate first-phase Battle Damage Assessments for up-channel coordination and potential reattack; utilize laser target marking systems to provide target identification and illumination in support of other combat assets.
- Executes all normal and emergency procedure checklists and assists the pilot in complying with all applicable technical orders and flight regulations.
- Performs planning, standardization and evaluation, along with other administrative duty functions for Remotely Piloted Aircraft (RPA) system operations.
- Receives yearly training for Cyber Awareness, HIPPA laws, Force Protection, and Derivative Classification.

Cisco | Durham, NC

Dec. 2017 – January 2020

Customer Service Representative

- Marketed and completed sales transactions enrolling new clients and upselling existing clients into center programs.
- Managed internal CRM to manage retention accounts and update customer information/interactions
- Regularly met and exceeded aggressive target goal for new enrollments
- Conducted wellness consultations and schedule client appointments using club management software CSI
- Provided a welcoming environment for members by monitoring access to the recreation center ● Enforced the health insurance portability and accountability act (HIPAA) guidelines to maintain the privacy of customer documentation

IBM Fitness and Recreation | Rtp, NC

Dec. 2016 – January 2020

On Call Specialist

- Supported new and existing customer relationships via phone and/or email to ensure all wellness needs are addressed.
- Provided a welcoming environment for incoming customers and guests while addressing all questions or possible complaints.
- Maintained privacy of customer files and database based on HIPAA guideline.
- Monitored member and non-member access by verifying current membership status during check-in.
- Maintained organization of files and front desk.
- Handled financial budget using excel spreadsheet.

VOLUNTEER EXPERIENCE & LEADERSHIP EXPERIENCE

Middle Creek High School | Assistant Coach | Apex, NC May 2017 – July 2017

- Assisted the head coach with organizing the fitness programs at the high school.
- Keep abreast of changing rules, techniques, and technologies relevant to high school sports.
- Assisted with conducting practices, motivating students, and instructing student-athletes in-game strategies and techniques.

Athens Drive High School | Assistant Track Coach | Raleigh, NC March 2017 – January 2020

- Assisted the head coach with organizing the fitness programs at the high school.
- Keep abreast of changing rules, techniques, and technologies relevant to high school sports.
- Assisted with conducting practices, motivating students, and instructing student-athletes in-game strategies and techniques.

North Carolina Central University | Fitness Assistant | Durham, NC Aug. 2015 – Dec. 2015

- Evaluated clients based on strengths and weaknesses in fitness.
- Created individualized workout plans based on assessments.
- Performed lab work relevant to fitness screenings and assessments multiple times throughout the week.