

Troy D. Bates

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Macomb, IL 61455

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EDUCATION

- B.S.B.A., Human Resources Management, December 2000.
University of Arkansas, Fayetteville, AR.
- A.A.S., Vehicle Maintenance, August 2000.
Community College of the Air Force.

FULL-TIME EXPERIENCE

Chief Clerk

Western Illinois University – Macomb, IL
September 2007-Present

- Counsel students and parents in regard to all aspects of the financial aid process at WIU.
- Supervise and train front desk personnel.
- Monitor all front desk activities to ensure the best customer service satisfaction possible.
- Develop and maintain personnel schedules & calendars. Provide and monitor general clerical functions.
- Generate weekly and monthly statistical reports.

2nd Assistant Manager

Hy Vee – Macomb, IL
February 2007-September 2007

- Provide prompt, efficient and friendly customer service.
- Shift supervisor responsible for assigning and reviewing work, maintaining standards, allocating personnel and coordinating their activities.
- Train workers in store policies, department procedures and job duties.
- Responsible for cash accountability of cash registers and safe; distribute money to cash registers as needed.

Maintenance Worker III

City of Fayetteville – Fayetteville, AR
September 2005-July 2006

- Work within a small team performing street maintenance.
- Drive, operate and perform preventative maintenance on vehicles and small powered.

Line Operations Supervisor

City of Fayetteville – Drake Field – Fayetteville, AR
October 2002- September 2005

- Provide prompt, efficient and friendly customer service.
- Perform supervisory duties including selecting, training, appraising performance, disciplining and scheduling line personnel.
- Responsible for assigning and reviewing work, maintaining standards, allocating personnel and coordinating their activities.
- Responsible for inventory management of fuel, oil and pilot supplies.
- Ensure that fuel storage facility and fuel trucks are maintained and operational.
- Check accuracy of daily accounting reports and enter data into accounting spreadsheets.
- Modify and update accounting spreadsheets as needs dictate.
- Maintain flight-line security badges.
- Write policy and procedures for flight-line operations.
- Maintain official Airport & Economic Development web site, unofficial airport website.
- Create brochures and information cards.

Personnel Assistant II

Division of Agriculture - University of Arkansas – Fayetteville, AR
January 2001-October 2002

- Oversee, track and assist with hiring processes & procedures to expedite the process and assure accuracy.
- Oversee processes to assure compliance with policies, procedures and laws. Inform division about changes to those policies, procedures and laws, provide training as necessary.
- Maintain division personnel records, monitor and process personnel documents as required, assure that policies are followed.
- Assist in compiling reports including providing statistical data, salary surveys and other data as requested.
- Maintain Agriculture Experiment Station Business Office website.
- Provide general information and training to individuals and small groups.

Encode Operator

Wal-Mart Warehouse #8 – Bentonville, AR.
April 1996-November 1996

- Encode computer operator (scanned packages and directed them down proper loading lane).

Co-Owner

Bates Siding Co. – Sulphur Springs, AR.
June 1995-April 1996

- Market and contract company to contractors and homeowners.
- Select suppliers, order and arrange for delivery of supplies.
- Install material on new and existing structures.
- Maintain company vehicles and equipment.

Air Technician

Iowa Air National Guard – Des Moines, IA.
January 1990-May 1995

- Federal Civil Service position.
- Perform preventative, scheduled and unscheduled maintenance on assigned fleet of vehicles.
- Operate special purpose vehicles, including snowplow, snow blower, snow sweeper, 6k forklift and 10k forklift.
- Teach a basic vehicle operator course to small groups.

Co-Manager

Welch Ave. Station – Ames, IA.
August 1988-December 1989

- Provide prompt, efficient and friendly customer service.
- Perform supervisory duties including selecting, training, appraising performance, disciplining and scheduling line personnel.
- Responsible for assigning and reviewing work, maintaining standards, allocating personnel and coordinating their activities.
- Maintain working inventory.
- Responsible for cash accountability of cash registers and daily deposits.

Delivery Driver

Coors of Central Iowa – Ames, IA.
June 1988-March 1989

- Provide efficient and friendly customer service.
- Deliver products, accept payments.
- Service displays and inventory.

Aircraft Powerplant Repairer

US Army – Ft. Ord, CA.
August 1984-May 1988

- Active duty position, held rank of Specialist 4.
- Perform preventative, scheduled and unscheduled powerplant maintenance on fleet of helicopters.
- Operate and maintain special tools section, including tools requiring periodic calibration.
- Operate and perform preventative and operator's maintenance on assigned vehicles.

PART-TIME EXPERIENCE

Owner

Troy Bates Photography – Fayetteville, AR.
October 2004-Present

- Free-lance photographer. Specializing in automobile, aviation & aerial photography.
- Provide media support as contributing editor for various publications including *World Airshow News*.
- Create, publish and maintain business website.

Equal Opportunity Advisor

Arkansas Air National Guard – Ft. Smith, AR.
December 1998-December 2004

- Traditional Guard position, held rank of Master Sergeant (E-7) at time of retirement.
- Present EO information to new unit members as well as provide on-going training to current members.
- Explain regulations, policies and any changes to installation and section commanders.
- Compile information and produce reports for Equal Opportunity Office and Drug Program.
- Assist in determining if illegal discrimination or sexual harassment occurred and provide options for resolution of activity.
- Manage ancillary training for Military Equal Opportunity office personnel.
- Ensure the Drug Test Program follows applicable rules and regulations; ensure people working in program are trained and briefed.

Customer Service Representative

Hughes Aviation – Bentonville, AR.
April 2000-October 2002

- Manage Fixed Base Operations on weekend, perform duties such as operating fuel trucks to fuel airplanes, creating invoices, receiving payments, and answering customer questions.

Vehicle Operator

Arkansas Air National Guard – Ft. Smith, AR.
December 1996-November 1998

- Traditional Guard position, held rank of Staff Sergeant (E-6).
- Operate variety of military vehicles.
- Train new members on unit's operational procedures.
- Maintain database of licensed operators.
- Teach a basic vehicle operator course.

Office Manager

Drake Aviation Academy, Inc. – Fayetteville, AR
March 1997-May 1998

- Provide prompt, efficient and friendly customer service.
- Schedule aircraft maintenance.
- Assist in keeping company books and maintain inventory and cash drawer.

PC Support Intern

JB Hunt, Inc. – Lowell, AR.
November 1996-March 1997

- Assemble new PCs, install supported software and hardware.
- Assist in solving customer problems.

Heavy Mobile Equipment Repairer

Iowa Air National Guard – Des Moines, IA
January 1990-May 1995
Missouri Air National Guard – St. Joseph, MO
June 1995-November 1996

- Traditional Guard position, held rank of Senior Airman.
- Perform preventative, scheduled and unscheduled maintenance on assigned fleet of vehicles.
- Teach basic vehicle operator course.

COMPUTER SKILLS

- Computer software: Windows Vista, Microsoft Office (Word, Excel, Access, PowerPoint, Publisher, FrontPage). Dreamweaver, Acrobat, and Photoshop.
- Computer hardware: Troubleshooting and diagnosing problems, replacing components. Installing new hardware and software. Some network experience.

EQUIPMENT/VEHICLE SKILLS

- FAA licensed Private Pilot and Advanced Ground Instructor.
- Backhoe operator.
- Have operated several military vehicles including: Aircraft Tug, 5T, 7 ½ T & 10T Tractor-trailer combos, 6k & 10k warehouse and tactical forklifts.
- Forklift operator (gas, diesel, and LP).
- Past military certification in aircraft load planning and flight line authorization.

SERVICE ACTIVITIES

- Secretary/Treasurer EAA Chapter 732, 2003-2004, included Newsletter editor, webmaster duties.
- President: Human Resource Management Association, University of Arkansas Chapter, Fall 2000.
- Aviation memberships include: Arkansas Air Museum, AOPA (Aircraft Owners and Pilot's Association), EAA (Experimental Aircraft Association), EAA Chapter 732.
- Perform special flag ceremony at local events, organizational meetings, and schools.
- Market the Air Guard at special events by actively participating at recruiting booths.

ACADEMIC ACHIEVEMENTS

- Chancellor's List: Spring 2000, University of Arkansas-Fayetteville.
- Dean's list: Fall 1998, Spring 1999, Spring 2000, University of Arkansas-Fayetteville.
- Donald D. White Endowed Scholarship, 1998-2000, and Schmieding Scholarship in Management, Spring 1998
- Distinguished Graduate: Aircraft Powerplant Repairer Course, Ft. Eustis, VA.
- Honor Graduate: Special Purpose Vehicle and Equipment Mechanic Course, Chanute AFB, IL.

OTHER ACHIEVEMENTS

- Photography Print Show at New Copperfield's in Macomb, November 2008.
- Retired as Master Sergeant from the Arkansas Air National Guard, December 2004.
- DOD qualified Equal Opportunity Adviser.
- FAA's Pilot Proficiency Award Program, Phase II. May 2002.
- Photos published: *KC Weddings*. Spring/Summer 2002. Pg55. *Fly-Low*. June 2003 Vol. 3 Issue 4. Pg23. *Northwest Arkansas Regional issue of The Community PhoneBook* 2003-2004 19th Edition. Front cover. Various photos used for Drake Field advertising.