



# HIEU NGUYEN

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## SUMMARY

Resourceful Petty Officer First Class known for high productivity and efficient task completion. Possess specialized skills in leadership, strategic planning, and communication. Excel in teamwork, problem-solving, and adaptability, ensuring seamless operations and effective collaboration in all assignments.

Dynamic leader with success spearheading tactical planning and leading teams through diverse operational requirements. Skilled trainer and mentor to subordinate personnel to improve productivity and technical understanding while maximizing team performance. .

Resourceful professional in specialized and tactical operations leadership, known for high productivity and efficient task completion. Possess key skills in strategic planning, crisis management, and team leadership. Excel in critical thinking, communication, and adaptability, ensuring successful mission outcomes through effective problem-solving and collaboration.

Hardworking employee with customer service, multitasking, and time management abilities. Devoted to giving every customer a positive and memorable experience.

Committed job seeker with a history of meeting company needs with consistent and organized practices. Skilled in working under pressure and adapting to new situations and challenges to best enhance the organizational brand.

## SKILLS

- Emergency response
- Training and mentoring
- Humanitarian assistance
- Military Law
- Weapon concealment
- Weapons handling

## EXPERIENCE

- Petty Officer First Class** / Florida State Guard - Starke, Florida02/2022 - Current
- Led training sessions for new recruits on safety and operational procedures.
  - Coordinated communication between team members during emergency response drills.
  - Managed supply inventory, ensuring readiness for deployment and operations.
  - Coordinated maritime squadron operations to ensure mission readiness and effective team collaboration.
  - Oversaw equipment maintenance, ensuring all tools met safety standards.
  - Developed standard operating procedures for various operational tasks.
  - Mentored junior personnel, sharing knowledge and enhancing team skills.
  - Implemented safety protocols during drills to minimize risk of injury or incidents.
  - Evaluated team performance, providing feedback to improve efficiency and morale.
  - Provided technical guidance and instruction to subordinates on the operation of sophisticated equipment.
  - Coordinated communication between departments to facilitate efficient operations within the organization.
  - Conducted training sessions for personnel in specialized areas such as weapons systems, navigation, damage control, security.
  - Assisted in developing long-term plans to ensure mission readiness of the unit.
  - Compiled reports on personnel assignments, schedules, accomplishments, budgets. for review by senior officers.
- Alligator trapper** / FWC SNAP - Wesley Chapel, Florida04/2021 - Current

- Set traps in diverse environments for effective animal control.
- Monitored trap locations regularly for optimal performance.
- Documented trapping activities and wildlife interactions accurately.
- Collaborated with local wildlife agencies for regulatory compliance.
- Educated the public on humane trapping methods and wildlife safety.
- Maintained records of trapping activities including catch data, trap locations, animal species.
- Responded quickly to emergency calls involving trapped animals in need of assistance.
- Provided guidance to new trappers on techniques, safety protocols and regulations.

**Firearms Instructor/Project Manager NRA / H2A Firearms Training Academy - Wesley chapel , Florida**

*03/2010 - Current*

- Developed training programs for various firearm safety and handling techniques.
- Conducted hands-on instruction for individuals and groups in firearm use.
- Evaluated student performance through practical assessments and feedback sessions.
- Collaborated with law enforcement agencies for specialized training sessions.
- Provided guidance on legal regulations regarding firearm ownership and use.
- Created instructional materials to enhance learning experiences for students.
- Instructed students on proper weapon assembly and disassembly procedures as well as maintenance protocols.
- Conducted classroom lectures, practical exercises, and range qualifications.
- Maintained accurate records of all training activities, including attendance and performance data.
- Demonstrated proper shooting techniques to students in a variety of scenarios.

**Fire Captain / Hastings Fire Department**

*03/2009 - 12/2020*

- Supervised firefighting teams during emergency response and rescue operations.
- Coordinated training sessions for staff on fire safety and equipment usage.
- Developed incident reports to document emergency situations and responses.
- Conducted regular inspections of fire equipment and safety gear for compliance.
- Managed communication between team members during high-pressure situations.
- Implemented safety protocols to ensure team readiness and effectiveness.
- Responded to emergency calls and managed the on-site operations of medical, hazardous materials, and rescue incidents.
- Ensured that firefighter safety protocols were followed on all emergency scenes.
- Monitored shift activities to ensure compliance with departmental policies and procedures.
- Coordinated with local law enforcement agencies during investigations involving arson or other criminal activity related to fires.

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**EDUCATION AND TRAINING**

**Civilian Police**

*03/2017*

Utica Police - Utica, NY

**Fire Scientist : Firefighter**

*06/2010*

New York State Fire Academy - Oswego, NY

**High School Diploma**

*06/2007*

Cicero North Syracuse High School - 6002 NY-31, Cicero, NY 13039

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## LANGUAGES

### Vietnamese:

Native/ Bilingual

### Thai:

Full Professional

### English:

Full Professional

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## CERTIFICATIONS

- Forklift operator
  - Firearms Instructor
  - Skidsteer operator
  - Firefighter/ EMS
  - Open water Diving certification
  - Hazmat technician
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## ACCOMPLISHMENTS

- Top gun shooter Award.
  - Good civilian police.
  - Good service award in Florida State Guard.
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## ACTIVITIES AND HONORS

- I love out door on fishing, hunting, boating and scuba diving. I like to help other people in needed, education people how to protecting the wildlife.
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## REFERENCES

References available upon request.