Norman McCord

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Skills

- Information Security
- Computer Networking
- Hardware & Software Installation
- Windows 10/11

- Quality Assurance
- Compliance
- Technical Writing
- IT Troubleshooting

- Program Management
- User Account Management
- Asset Management
- Active Directory

Education and Certifications

- B.B.A, Information Security Assurance, Kennesaw State University *(In Progress, Senior)*
- A.A.S, Aerospace Ground Equipment Technology, Community College of the Air Force – 2016

- CompTIA Security+ CE
- CompTIA Network+ CE
- CompTIA A+ CE

Experience

Kennesaw State University

Undergraduate Student – Aug 2022 to present

- Guided student software acquisition and project management team. Oversaw task assignments, tracked and met project phase deadlines. Produced deliverables such as technical recommendations, requests for proposals (RFPs), work breakdown schedules (WBS), project plan, requirements, and vendor evaluation using Microsoft 365 suite and Microsoft Project.
- Led student team for a technical writing project to deliver presentation and recommendation that outlined a potential implementation plan for integrating artificial intelligence (AI/ChatGPT) into the academic advising process at Kennesaw State University; researched and delivered presentation that effectively communicated requirements, benefits, budget, and anticipated project timeline for the proposed project.
- Identified and resolved problem where students were unable to establish file transfer and web hosting services for a project by using outdated instructions. Gathered their operating system requirements and developed a detailed manual including screenshots for Windows 10, 11, and Mac. Provided step-by-step guidance, and personally guided students through the setup process to ensure each student could publish and host HTML and CSS files in Azure through FTP process.
- Created a comprehensive manual for technical and non-technical audiences to manage users and groups in Active Directory (AD) on Window Server 2019. Utilized screenshots and Microsoft Word to thoroughly explain menu navigation and options; provided detailed instructions to support end users and clients, including steps to add, modify, and remove accounts, reset passwords, and modify group memberships.

US Air Force

Flight Chief (Operations Manager), US Air Force, Kuwait – July 2021 to Aug 2022

- Directed a 25-person maintenance support shop. Managed 225 aircraft support assets valued at $15 million in a dynamic overseas locale. Supported US and NATO aircraft conducting airlift, combat, and humanitarian missions across the Middle East. Coordinated and planned deployments of personnel and equipment in the region and to/from the US.
- Tracked and managed training, personnel schedules, QA data, and asset accounts. Gathered and analyzed data on equipment and personnel status to create reports and presentations. Communicated information to technical and non-technical senior leadership audiences and forecasted operational capabilities to adjust current operations and plan future operations.
- Managed fleet-wide aircraft fuel contamination crisis. Collaborated with multiple cross-functional agencies to recover, decontaminate, and return to service 18,000 pounds of jet fuel. Restored flying and maintenance operations for the entire US and NATO fleet within 48 hours, 50% sooner than projected recovery time.
- Executed USAF Headquarters plan for strategic relocation and consolidation of over $1 million in aircraft support equipment. Coordinated with Headquarters liaison to evaluate and select locations for best asset utilization. Exceeded the USAF's Middle East realignment goal timeline of one year; improved equipment availability by 10%, completed moves in six months.

Production Superintendent (Senior Production Manager), US Air Force, Mountain Home, Idaho – Feb 2020 to July 2021

- Controlled maintenance production for the base's largest support squadron. Oversaw critical projects and continuous process improvements (CPIs). Allocated resources for daily operations, major deployments, and exercises supporting three client squadrons and visitor organizations. Supervised over 400 cross-functional personnel to complete over 42 comprehensive aircraft inspections and over 20,000 individual tasks per year. Enabled 7,000 missions and 17,200 hours of flight operations annually.
- Applied Theory of Constraints (ToC) concept to address a 400% workload surge. Modified personnel schedules to revive neglected projects while maintaining current jobs. Resolved supply chain limitations, corrected 72 equipment shortages, and recovered $360,000 in potential procurement costs by validating and approving local production of 238 parts and tools with on-base resources. Raised aircraft availability 10% above the USAF standard and increased reporting accuracy by 19%.

Section Chief (Department Manager), US Air Force, Japan – Nov 2018 to Feb 2020
- Led 40 personnel across four sections. Managed four aircraft support equipment accounts with over 420 assets worth $15 million that support the operations of five customer organizations with 96 aircraft, and transiting aircraft. Oversaw personnel schedules, equipment maintenance and inspections, dispatch operations, IT asset inventories, training and qualifications, fitness program, and deployment requirements.
- Identified inefficiencies in support equipment staging across the airfield. Led a CPI project to optimize equipment staging and delivery to aircraft. Worked with client squadron commanders and airfield planners to identify pre-staging locations for high-use equipment. Increased available parking allocations for aircraft 47% and saved over 1,000 dispatch hours annually.
- Spotted a significant break rate increase of new equipment. Found root cause to be training shortage for technicians on updated models. Created courses for all equipment operators. Cut break rate by 13%, used format for courses on new equipment.

Quality Assurance Inspector, US Air Force, Japan – Mar 2017 to Nov 2018
- Lead inspector and subject matter expert for aircraft support equipment; Conducted over 1,000 evaluations of technicians, procedures, and critical programs yearly. Regularly filled QA Chief Inspector role. Presented oral and written reports to technical and non-technical audiences weekly, monthly, and quarterly basis on statuses, repairs, time-sensitive modifications, and installation of major aircraft components. Reviewed/approved change recommendations for technical manuals.
- Led a vehicle crash investigation. Determined root cause of incident involving a vehicle + support equipment vs. aircraft to be hitch failure. Authored a new policy and inspection procedures for tow hitch based on findings.
- Served as Lead QA liaison to commanders during Red Flag air combat exercise in Alaska. Led a 4-member team to complete 142 inspections of tasks for fighter aircraft maintenance, enabling 166 combat training missions over the four-week exercise.

Maintenance Section Supervisor (Team Leader), US Air Force, Japan – Feb 2014 to Mar 2017
- Led a 12-person section; Managed a $15 million fleet of aircraft support equipment. Supported five customer organizations with auxiliary power generators, lighting, compressors, hydraulic testers, maintenance stands, and more on demand within 15 minutes of incoming requests. Ran support programs, personnel schedules, equipment maintenance, dispatch logs, and inventory. Presented oral and written communications to provide senior leaders with up-to-date status.

Awards and Achievements

- 3x KSU Dean's List
- 3x USAF Meritorious Service Medals
- 2x USAF Achievement Medals

- Noncommissioned Officer of the Year 2016 (Maint. Sect. Supervisor)
- Flight (Team) of the Year 2016 (Maint. Sect. Supervisor)

Personal Projects

- SOHO Networking – installed ISP device, custom ethernet cabling, additional switches, wireless access point. Configured port forwarding for Wireguard VPN.
- Personal Cloud – Constructed custom NAS. Installed type 1 hypervisor (Proxmox). Created containers for file server, media server, Wireguard VPN. Created virtual machines for Linux projects (Debian, Ubuntu, Linux Mint) and practice with Active Directory on Windows Server 2019.
- Built Windows gaming PCs in standard tower and small form factors. Repurposed laptops for Linux testing and gaming, including upgrading memory and storage, and installing Ubuntu/Linux Mint/Bazzite on bare metal.