

MICHAEL MCLARTY

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☎ 202-459-3036

📍 Jackson, GA 30233

🔗 [Bold Profile](#)

PROFESSIONAL SUMMARY

Driven and versatile professional with experience in high-pressure environments, from serving as an Army Ranger to excelling in critical roles at Signature Aviation. Demonstrated expertise in emergency medical care, security, customer service and logistics understanding; coupled with a strong ability to lead teams and improve operational efficiency. Proven track record of achieving goals and enhancing customer satisfaction.

SKILLS

- Fire Incident Reporting Systems
- Restocking Items
- Instructing
- Basic Repairs
- Treatment Center Communication
- Emergency Medical Care
- Patient Admission
- Excel Proficiency
- Supply System Accounting
- Logistics Understanding
- Corrective Actions
- Customer Service
- Ground support equipment operation
- Front desk reservations
- Ticketing and reservations

EDUCATION

Troy University

Troy, AL • Expected in 12/2025

Master of Science: Management-Leadership

Liberty University

Lynchburg, VA • 12/2024

Bachelor of Science: Criminal

WORK HISTORY

Signature Flight Support - Line Service Technician/Customer Service Representative

Atlanta, GA • 12/2023 - Current

- Assisted in marshaling incoming aircrafts into designated parking areas, facilitating efficient use of limited space resources.
- Adhered to strict safety guidelines while performing towing operations, reducing the risk of accidents or damage to aircraft.
- Assisted pilots with flight preparation tasks, ensuring timely departures and smooth operations.
- Managed inventory of fuel trucks and ensured accurate fueling records, maintaining operational readiness at all times.
- Provided exceptional customer service to both passengers and crew, fostering positive relationships with clients.
- Enhanced aircraft safety by conducting thorough pre-flight inspections and identifying potential issues.
- Conducted routine checks on ground support equipment, guaranteeing optimal performance during critical operations.
- Responded to customer requests for products, services, and company information.
- Handled escalated calls efficiently, finding satisfactory resolutions for both customers and the company alike.
- Maintained detailed records of customer interactions, ensuring proper follow-up and resolution of issues.

U.S. Army Active Duty - Army Ranger

Fort Benning, GA • 07/2018 - 12/2022

- Responded to emergencies with speed, efficiency, and knowledgeable assistance.
- Performed as fire team member during situational training exercises and infantry dismounted battle drills.
- Trained in use of tear gas, passive ordnance, and explosives.
- Led fire team during infantry dismounted battle drills and situational training exercises.
- Customer Service and managed equipment that was worth millions of dollars.

Justice

- 2 x Dean's List
- 3.79 GPA
- Magna Cum Laude

Atlanta Metropolitan State College

Atlanta, GA • 05/2024

Associate of Science: General Studies

- Dean's List all four semesters
- 3.9 GPA
- Highest Honors Graduate
- Phi Theta Kappa Honor Society

Southeast Academy Military & Law Enforcement

05/2017

High School Diploma

- Student Athlete Award
- Honor Roll
- 3.4 GPA
- 8X Varsity Letterman
- Conference Champion Wrestler
- Regional Qualified Track Runner

McDonald's - Kitchen Crew Member

Pickering, ONT, CA • 12/2017 - 07/2018

- Maintained clean, trash-free workspaces to maximize productivity and safety.
- Cleaned and sanitized dishes and utensils, consistently keeping adequate supplies on hand for expected customer loads.
- Made food according to standard recipes with requested changes for customer satisfaction.
- Restocked supplies and prepared additional ingredients during downtime for expected busy periods.
- Prevented food spoilage by monitoring dates, rotating stock, and following proper storage procedures.

Afghan Cuisine - Flyer Distributor

Ajax, ONT, CA • 09/2017 - 11/2017

- Read map correctly to determine daily flyer distribution location.
- Distributed flyers to homes in multiple communities to advertise client offer and increase sales.
- Returned leftover flyers after shift and gave distribution numbers to supervisor to enable accurate reports.
- Determined daily flyer quota and managed crew members to achieve goal.