**Byron Wiggins**

8149 Irwin Loop , Daphne , AL 36526

(251) 396-0024 | wigginsb516@gmail.com

**Work Experience**

**Sam’s Club, Daphne, AL** February 2025 – April 2025

Member Assist

* Provided exceptional customer service and assisted with various tasks related to store operations. Responded to customer concerns and resolved issues to ensure customer satisfaction. Provided support to management and other team members as needed.

**United States Air Force** July 2003 – December 2018

Project Manager

Established and maintained communication with subordinate and lateral commands while coordinating actions affecting the installation of the Access Control System (IACS). Directed and monitored biometrics teams while procuring foreign business contracts involving the implementation and improvement of the Defense Biometrics Identification System (DBIDS). Utilized office automation, project management, and website development software to configure the development of IACS teams and systems. Supervised staff of four subordinate staff members in day-to-day activities. Oversaw finances and made recommendations to reach or exceed budget in unforeseen circumstances. Set and enforced departmental budgets, goals and deadlines. Oversaw annual budget to handle supply, labor and maintenance needs

**CPSI Evident, Mobile, AL** August 2017 – March 2018

Technical Support Representative

* Assisted in the operation of healthcare IT systems and ensured they functioned effectively including server backups, systems, troubleshooting issues, and providing user support. Ensured that systems complied with HIPAA regulations and other privacy and security standards, including implementing security measures and conducting regular audits. Assisted with projects related to system upgrades, new technology implementation, and process improvements. This included coordinating with vendors, stakeholders, and other departments.

**Education**

**The University of Arkansas Grantham, Little Rock, AR**

Master of Business Administration (MBA), Management September 2020 – October 2022

**Columbia Southern University, Orange Beach, AL** August 2016 – September 2020

Bachelor of Science

**Columbia Southern University , Orange Beach, AL**  June 2014 – July 2015

Associate of Arts, General Studies

**Community College of The Air Force** December 2018

Associate of Applied Science

**Skills**

* Data Analysis
* Microsoft Excel
* Communication Skills
* Analysis Skills
* Cross-Functional Teams

**Certifications**

* **Lean Six Sigma Green Belt**

Council for Six Sigma Certification (CSSC)