

Dillian M. Rhoades

Chillicothe, OH | (740) 804-5073 | dillian@dillianrhoades.com | www.dillianrhoades.com

Professional Summary:

Nearly 10 years of experience developing and managing teams, coordinating contractors, and overseeing day-to-day operations in a demanding, hands-on environment. Strong background in equipment operation, workplace safety, troubleshooting, and problem-solving. Currently pursuing a B.S. in Computer Science, with a strong interest in both hardware and software technologies, particularly network and server infrastructure, systems administration, and electrical systems.

Education and Certifications:

- **Western Governors University** — B.S. Computer Science, in progress (anticipated 2027)
- **The Software Guild** — Full-Stack Java Development Immersive Program, completed 2022
- **Linux Professional Institute (LPI)** — Linux Essentials Certificate, earned August 2025
- **National Career Readiness Certificate** — Platinum, 2021

Core Competencies:

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| • Team Leadership & Employee Development | • Employee Hiring & Performance Management | • Home Networking, Wi-Fi & Server Configuration |
| • Operations Management | • Incident Reporting & Documentation | • Smart-Home Automation & Connected Devices |
| • Technical Troubleshooting & Problem-Solving | • Contractor & Vendor Coordination | • Residential Electrical Experience |
| • Computer Science & Software Engineering | • Customer-Facing Issue Resolution | • Microsoft Office & Business Systems |
| • Equipment Operation & Workplace Safety | • Logistics & Scheduling | • Construction Estimating & Project Coordination |

Professional Experience:

Progressive Insurance | Remote | 2024–2026

Licensed Insurance Consultant

- Sold and serviced auto and special lines insurance policies, investigating and resolving customer questions using multiple business systems.
- Maintained detailed documentation, followed established procedures, and ensured compliance with state insurance regulations.

Menards | Chillicothe, OH | 2014–2024

Floorcoverings Manager | 2023–2024

- Directed department operations, including employee development, staffing, inventory management, customer service, and overall performance.
- Led a department ranked 4th in profitability among more than 300 Menards locations.

Contractor Sales Coordinator | 2020–2023

- Collaborated with contractors and homeowners to plan construction projects, interpret requirements, and prepare detailed material estimates.
- Coordinated vendors, deliveries, and internal departments to resolve project challenges and ensure accurate, timely fulfillment.

Order Pickup, Delivery & Shipping Manager | 2014–2020

- Managed daily shipping, delivery, and fulfillment operations while developing and supervising a team of approximately 10–15 employees.
- Oversaw equipment operation, material handling, workplace safety, and employee training involving forklifts and powered personnel lifts.
- Coordinated with vendors, delivery personnel, customers, and internal departments to troubleshoot operational issues, resolve scheduling conflicts, and minimize disruptions.