



## Richard B. MacCabee

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### Target Goal

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To take full advantage of an early retirement by leveraging 13+ years of diving experience; extensive training and certifications; exceptional presentation, organizational, and time management skills; and more than 15 years of corporate management experience to facilitate a safe and service-oriented dive experience for guests of the **DiveQuest** program as a part-time **Divemaster** at the Walt Disney World Resort.

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### Related Experience

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- **Currently involved as Divemaster with C&N Divers** (Mount Dora, FL).
- **Launched and manage a small business venture - MacCabee Underwater Recovery Tool Systems.** Design and custom-build underwater tools for the private sector and U.S. Navy.
- **Logged more than 2,000 dives—primarily as Divemaster**, in various environments, including quarries, springs, salt and freshwater.
- **Acquired more than 12 years, experience assisting diving instructors and/or facilitating training** at the **Brass Anchor Scuba Center**, a PADI 5 Star training center and scuba gear outlet located in Rockville, MD.
  - Facilitated monthly **Discover Scuba** training and quarterly **Scuba Tune-up** and **Scuba Review**.
  - Assisted instructors with all aspects of training to ensure demonstration of video-quality skills.
  - Maintained equipment including regulators and BCDs. Filled cylinders with air and nitrox and ensured compliance with annual inspections.
- **Engaged in recreational diving of shipwrecks in Moorhead City, NC for nine-plus years.**
  - Developed knack for designing and building specialized tools for recovering ship artifacts, and gained attention of University of Maryland and U.S. Navy divers in the area.
  - Provided technical assistance to the University of Maryland Engineering Department's work with underwater human-powered submarines.
  - Designed an air dredge for the Carderock Division of the Naval Surface Warfare Center.
- **Played instrumental role in establishing premiere rescue dive team for Montgomery County, MD**—a 28-person team comprised of volunteers and paid paramedics.
  - Set-up, scheduled and delivered all training components, working in collaboration with the YMCA and a local quarry for hands-on experience.
  - Delivered PADI curriculum and helped all participants successfully attain **Rescue Diver** certification.
  - Provided service to Montgomery County and Morgan and Jefferson Counties (WV) assisting with search and recovery of persons and/or evidence for law enforcement agencies.
- **Volunteered as EMT and Paramedic with Frederick County Community Rescue Service and Middletown Ambulance.** Assisted on over 6,000 ambulance runs spanning a period of 12+ years.

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### PADI Training & Certifications

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Date	Certification	Cert. #	Date	Certification	Cert. #
5/95	<b>Open Water</b>	95055149629	4/96	<b>Dry Suit Diver</b>	9605126886
6/95	<b>Advanced Open Water</b>	9506169970	4/96	<b>Oxygen First Aid Provider</b>	9604102782
7/95	<b>Wreck Diver</b>	9507207363	5/96	<b>Drift Diver</b>	9605147973
7/95	<b>Rescue Diver</b>	9508239133	6/96	<b>Night Diver</b>	9607208244
7/95	<b>Deep Diver</b>	9507207361	6/96	<b>Professional Divemaster</b>	DM-150887
7/95	<b>Boat Diver</b>	9508248410	6/96	<b>Enriched Air/ Nitrox Diver</b>	9606182745
2/96	<b>Diving Equip. Specialist</b>	9602045299	4/98	<b>Underwater Photographer</b>	9804081222
4/96	<b>Master Scuba Diver</b>	9605124988	4/99	<b>Diver Propulsion Vehicle</b>	9907553046

**Emergency First Responder First Aid/CPR: #0705046986 (4/07)**

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## Career Summary

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### VERIZON COMMUNICATIONS, Frederick, MD—1979 to 2005

Completed exemplary career with this telecommunications giant, primarily in management role with the **Installation, Repair and Special Services Division**. Floated between *Western Maryland Verizon Communications* (serving Frederick and Washington counties, Maryland) and *West Virginia Verizon Communications* (serving West Virginia Eastern Panhandle) providing strategic oversight for personnel, safety, regulatory compliance, union relations, and customer service. Accepted early retirement at **Regional Manager**-level.

- **Change Management:** Effectively executed and managed operational changes indigenous to an industry experiencing rapid technological advances, mergers, acquisitions, and corporate restructuring.
- **Personnel Management:** Provided direct support and supervision to cross-functional teams with as many as 13 managers, 286 union technicians and 4 clerical support personnel. Facilitated daily crew meetings to update personnel regarding procedural changes and to introduce new materials and products.
- **Record Keeping:** Maintained complex personnel files and monitored employee attendance, safety training and compliance, and quality inspections and reviews.
- **Quality Control:** Implemented numerous quality control measures including field inspections of technicians' work; identifying individual and group training needs and orchestrating training initiatives; and eliminating roadblocks to providing delivery of quality service.
- **Customer Relations:** Served as direct point-of-contact for customers regarding issues with quality workmanship, property damage, billing, and other service issues. Negotiated win-win solutions and coordinated implementation of corrective actions to ensure highest customer ratings.
- **Safety and Regulatory Compliance:** Scheduled and facilitated annual "safety rodeos" that streamlined process of delivering required safety training for all technicians and ensured vehicles and equipment were inspected in compliance with OSHA requirements.

### Community Experience, Middletown, MD—1987 to 2002

Chair, **Middletown Planning and Zoning Commission**

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## Education & Professional Development

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Graduate, **South Frederick High School**, Frederick, MD

- Vocational Training: Electronics Technician

**Association of Builders and Contractors**, Frederick, MD

- Electrical Maintenance and Construction Apprentice Program.

**University of Maryland, Maryland Institute of Emergency Services**, Emmitsburg, MD

- Emergency Medical Technician
- Basic and Intermediate Firefighting
- Basic and Intermediate Heavy Duty Rescue
- Cardiac Rescue Technician/Paramedic
- Heavy Duty Rescue Technician

**Dale Carnegie Training**, Rockville, MD

- Effective Communication and Human Relations

**Phillip Crosby Association**, Rockville, MD

- Total Quality Management

## Strategy for Richard MacCabee

After 25+ years with the telephone company, primarily in management, Richard took an early retirement and moved to Florida. He contacted me after learning from his network that The Walt Disney Company was advertising a position for a part-time Divemaster to teaching scuba diving to guests at one of the Disney resorts. Richard had been heavily involved in recreational diving for more than 13 years and saw this as an opportunity to “come out of retirement” and turn his passion into a second career.

Richard never had a résumé before, so we were starting from scratch. I began by asking him to send me an outline of his professional career and scuba diving activities. Along with this he sent me an extensive list of all of his diving certifications and some key selling points he wanted to highlight on his document.

Richard also sent me a copy of the job posting from The Walt Disney Company Web site. Although the job description was brief, it did include some of the “required qualifications” as well as “desired qualifications” which gave us a good starting point.

Richard had a very specific goal so it was easy to decide how to structure his résumé. I began with a brief description of this goal, specifically mentioning all the requirements stated in the job description. I then built the résumé around those requirements.

Next, I listed each area of experience as a bullet point, and when appropriate, included some additional information about the experience. Instead of listing years or trying to put things in a chronological order, I listed things somewhat in order of importance. Richard flip-flopped between projects and some overlapped, so dates would have only confused the reader.

The final thing I included on the first page was a table that listed all of his training and certifications. Richard informed that the certification numbers were important, so I included these with each certification title and the date awarded.

The first page of the résumé could easily stand on its own in illustrating his qualifications for the job, but I felt it was important for the Walt Disney Company to also know that Richard had extensive corporate experience to further support his qualifications. Rather than taking the time to elaborate on all of his various job responsibilities and achievements, I summarized his 25-year career in an opening paragraph and followed this by highlighting key skill sets that were listed in the job requirements (or that Richard knew to be important skills for a divemaster to have): personnel management, record keeping, quality control, customer relations and safety/regulatory compliance (I threw in “change management” to let the employer know that Richard was not an “old guy” who was set in his ways !)

I included a brief line about community experience to further illustrate how ambitious Richard has been throughout his career. I closed with an education and professional development section and decided to include everything: Vocational and technical training to further emphasize his technical skills and ability to work on equipment; his EMT training to further stress his focus on safety and physical stamina; his Dale Carnegie Training to reinforce his presentation skills; and his TQM training to stress his focus on quality.

Finally I added the scuba diver image on the top of the résumé just to add visual interest and enable Richard to quickly communicate “this is who I am, and this is what I do” before telling the employer all he could do for them.