

**ANTHONY F. MADRIGAL**

344 Sandy Creek Drive, Sunnyvale Tx 75182  
(972) 897-5595 | [anthony.f.madrigal@outlook.com](mailto:anthony.f.madrigal@outlook.com)  
<https://www.linkedin.com/in/anthonyfmadrigal>

**MANAGEMENT | LEADERSHIP | PROBLEM SOLVING**

Military Veteran leveraging over 7 years of proven customer service experience in the private sector and the US Army. Adept at leading teams in a dynamic, fast - paced environment. Possess a comprehensive background in sales, operations management, systems analysis, personnel training and development, and complex problem solving. Oversaw equipment, assets, and programs while managing risk, safety, time, and quality assurance. Career supported by the active pursuit of an associate’s degree, and extensive professional training.

- Process Improvement
- Conflict Resolution
- Data Research | Analysis
- Critical Thinking | Planning
- Coordination | Collaboration
- Policy Implementation
- Leadership | Team Building
- Oral | Written Communication
- Microsoft Office | 365

**EDUCATION | CERTIFICATIONS**

**High School Diploma** | North Mesquite H.S. | Mesquite, Texas | May 2013  
**Associate of Applied Science** | Dallas Institute of Funeral Services | Dallas, Texas | April 2025 (Enrolled)

***Specialized Military/Civilian Training:***

Basic Leader Course | US Army | 2017  
Equal Employment Opportunity (EEO) Training | US Army | Annual  
Sexual Harassment and Prevention Training | US Army | Annual  
Designer / Project Management Program Training | Oncor (Mesquite) | 2023

**PROFESSIONAL EXPERIENCE**

**Oncor Electric Delivery | Dallas, TX | Mesquite/Dallas North East** **Mar 2023 – February 2025**  
**Utility Designer / Project Manager – Associate**  

- Use various systems for keeping in compliance with Dallas City Standards, OSHA Standards, NEC Standards.
- Providing the upmost customer service while completing with different personnel to have Single family homes and small commercial businesses.
- Conducted high end business operations with high end customers in a timely and organized matter, in order to keep up with city up pace environment.

**Oncor Electric Delivery | Dallas, TX | Woodall Rogers** **Dec 2020 – Mar 2023**  
**Dispatcher (Field Support Specialist Associate)**  

- Used various systems like Intergraph Inservice Dispatcher, Oracle Service Cloud, Cisco Jabber, Command Center, Oracle Utilities Customer Care and Billing, DMS Reports and Customer 360.
- Coordinate and assist direction of distribution service restoration procedures to restore service in a timely, efficient, and safe manner.
- Performs all essential aspects and functions of the job as well as any other specific job requirement at the time and if required, notifies supervisor of special events/circumstances.
- Assists in monitoring orders and initiates corrective action for load abnormalities on distribution facilities to ensure proper load flow and adequate voltage levels.

**United States Army | Various Locations** **Aug 2013 – May 2020**  
**Operations and Personnel Manager** **Jan 2018 – May 2020**  

- Motivated, developed, directed, and monitored people as they worked; identified the best people for the job

- Supervised and directed Assistant Supervisors; ensured the safe custody, discipline, & welfare of all personnel

- Selected and used training methods and procedures appropriate for the situation when learning or teaching new subjects; utilized active listening and active learning skills to maximize communication and training
- Maintained knowledge of, complied with, and enforced all policies, rules, procedures, and regulations
- Leveraged negotiation and persuasion skills to identify complex problems and reviewed related information to develop and evaluate options and implement solutions; considered relative costs and benefits of potential actions to choose the most appropriate one
- Maintained order, discipline, and security within assigned areas per relevant rules, regulations, policies, and laws; resolved personnel problems using persuasion and negotiation skills
- Monitored behavior of subordinates to ensure courteous and professional behavior toward all others
- Completed administrative paperwork; supervised the preparation / maintenance of records, forms, or reports

- **Operations and Personnel Supervisor**  
**Dec 2017**

**Aug 2016 –**

- Selected and used training methods and procedures appropriate for the situation when learning or teaching new subjects; utilized active listening and active learning skills to maximize communication and training
- Leveraged negotiation and persuasion skills to identify complex problems and reviewed related information to develop and evaluate options and implement solutions; considered relative costs and benefits of potential actions to choose the most appropriate solution
- Motivated, developed, directed, and monitored people as they worked; identified the best people for the job; developed work or security procedures; set up personnel work schedules
- Reviewed personnel information to identify issues and training that required special attention
- Considered the relative costs and benefits of potential actions to choose the most appropriate solution
- Managed activities such as searches, shakedowns, riot control, or institutional tours
- Supervised or provided security for offenders performing tasks, such as construction, maintenance, laundry, food service, or other industrial or agricultural operations

**Assistant Radio Operations and Personnel Supervisor**

**Aug 2013 – Aug 2016**

- Motivated, developed, directed, and monitored people as they worked; identified the best people for the job; developed work or security procedures; set up personnel work schedules
- Monitored emergency frequencies to detect distress calls; responded by dispatching emergency equipment
- Operated radio equipment to communicate with ships, aircraft, and other remote operations; communicated with receiving operators to exchange transmission instructions
- Coordinated radio-related aspects to locate and contact airplanes and ships missing or in distress
- Determined locations from which signals originate using direction-finding procedures and equipment
- Maintained station logs of messages transmitted / received for activities such as flight testing and fire locations
- Conducted periodic equipment inspections and routine tests; repaired radio equipment as necessary using electronic testing equipment, hand tools, and power tools; ensured operational standards were met
- Operated sound-recording equipment to record signals and preserve broadcasts for analysis by intelligence personnel; sent, received, and interpreted coded messages
- Examined and operated new equipment prior to installation to ensure proper performance

**TECHNICAL COMPETENCIES**

**Software:** Microsoft Office Suite 365 (Word, PowerPoint, Excel, and Outlook), Advent

**Operating Systems:** Mac / Microsoft Windows