John S. Moors

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Website: Mission Ready Portfolio

PROFESSIONAL SUMMARY

Aerospace and defense professional with **13+ years** of experience in program execution, stakeholder engagement, and system integration for mission-critical defense applications. Expertise in **customer success, cross-functional collaboration, and technical execution**, ensuring seamless system deployment and operational readiness. Adept at managing incident response, risk mitigation, and system performance tracking to enhance mission-critical system effectiveness.

CORE QUALIFICATIONS

- **Program & Technical Execution** | Mission-Critical Defense Systems | **Customer-Facing Leadership**
- **Stakeholder Engagement** | Incident Response & After-Action Reviews | **Cross-Functional Collaboration**
- **Operational Testing & System Integration** | Government Contracting Familiarity | **Strategic Program Growth**

TECHNICAL SKILLS

- **Data Driven** | Analysis & Actionable Reports | Team Workload Metrics
- **Team Presentations & Collaboration:** Data Visualization / Field Reports / Gantt Charts / Project Outlook
- **Sensors & Instrumentation** | Flight Instrumentation and Flight Test Principles / Data Telemetry

CERTIFICATIONS

Certified Customer Success Management (CCSM) *(In Progress)* | **University of Kansas**: Fundamentals of VTOL/VSOL Rotorcraft, Flight Test Principles and Practices | **Morgan State University**: TmNS Telemetry Networks | **International Telemetering Conference**: IRIG Chapter 7 Packet Telemetry | Data Fusion with Linear Kalman Filter *(In Progress)*

EMPLOYMENT & RELEVANT EXPERIENCE

Diversified Technical Systems, Inc. **April 2020-Present**

Aerospace & Defense Applications Support Lead (April 2023-Present)

- Serve as the **primary technical liaison** between **engineering teams, defense clients, and test operations**, ensuring **effective system deployment and technical execution**.
- Managed **cross-functional coordination** between **software, hardware, and test operations teams**, optimizing **mission success for deployed defense solutions**.
- Developed technical strategies for customer success, product expansion, and mission-critical system optimization.
- **Operational Impact:**
    - Led a **267% increase** in onsite technical support and managed a **47% rise** in help center tickets, directly improving client success and system readiness. **Contributed to a 68% sales growth** by optimizing mission-critical system performance and communication across multiple departments.

Applications Support Engineer (April 2020-April 2023)

- Drove seamless deployments by translating customer feedback into engineering action items, reducing field failures and improving product design.
- Led technical sales enablement through training, trade show presentations, and direct client engagement to support revenue growth.

Keck School of Medicine of USC Biomechanics Injury Research Laboratory **Feb 2018-April 2020**
Research Engineer (Feb. 2018-April 2020)

- Designed rigs and procedures for testing ballistics, concussions, and armor alongside engineers and doctors

Biomechanical Research & Testing, LLC **July 2014-April 2020**
Research Engineer (July 2014-April 2020)

- Conducted research on biomechanics and injury potential of vehicular accidents and other activities.
- Performed fully instrumented tests utilizing human subjects and human surrogates. Collected and analyzed data including accelerations, velocities, displacements, forces, vehicle crush, and dynamics.

University of Virginia Center for Applied Biomechanics **June 2011-Aug 2014**
Research Assistant (June 2011-August 2014)

- Designed, modeled, and assembled components for testing human tissue in military and civilian scenarios
- Collaborated with researchers and technicians to acquire data on the human response to impacts, explosions, and vehicle crashes, working extensively with cadavers, biospecimens, and embedded data acquisition systems

EDUCATION

Lafayette College, Easton, PA
Engineering Studies and Economics & Business double major