John S. Moors

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PROFESSIONAL SUMMARY

Results-driven leader with over 13 years of field-testing expertise and 5 years supporting mission-critical aerospace and defense systems. Skilled in technical training, customer success, and cross-functional collaboration, with a proven ability to develop impactful programs that drive user adoption and operational excellence. Passionate about fostering trust-based partnerships and empowering users to maximize advanced technologies.

CORE QUALIFICATIONS

- **Technical Training & Adoption**: Designed and delivered training programs for diverse audiences, including Defense Primes, NASA, and Army Special Operations, simplifying complex systems for user adoption.
- **Customer Success & Engagement**: Experienced in managing customer accounts, capturing feedback, identifying pain points, and aligning solutions with customer objectives.
- **Cross-Functional Collaboration**: Proven ability to bridge clients and internal development teams, facilitating actionable insights and aligning technical solutions with mission needs.
- **Knowledge Sharing & Mentorship**: Passionate about fostering a culture of learning through team training, end-user education, and collaborative problem-solving.
- **Adaptability & Initiative**: Proactively pursue certifications and self-driven learning; currently completing the Certified Customer Success Manager (CCSM) certification.

TECHNICAL SKILLS

- **Training Tools & Methods:** Designing and delivering presentations with multiple learning methods supported. Executed live demos, hands-on instruction, and live assistance in the field
- **Project Coordination:** Supporting programmatic efforts; adept at bridging client and internal team objectives.
- **Data Acquisition Systems**: Embedded Miniature Data Acquisition Systems, Accelerometers, Thermocouples, Strain Gages. Telemetry for Ethernet and RF Transmission: IRIG-106, TmNS.
- **Field Instrumentation**: Embedded sensors, calibration processes, and telemetry data support.

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 | | 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)

- Led training initiatives for internal teams and external clients, developing educational resources to simplify complex systems and enhance user adoption.
- Leading support team discussions with Business Development, Sales, Software, Hardware, Firmware, Documentation, and Customer Service departments
- Shaped product strategies by translating client needs into actionable insights, ensuring solutions were both effective and user focused.

Applications Support Engineer (April 2020-April 2023)

- Delivered technical support to defense clients, contributing to a 68% growth in sales by enhancing client engagement and solution delivery.

- Trained end-users on advanced instrumentation systems, promoting user confidence and operational success.

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