

Bryan James Waffa

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Education

Montgomery Community College, Troy, NC (Aug 2020 – Present)

Student of Gunsmithing (Graduating Summer 2022). CW Gunsmithing Merit Scholarship Recipient (2021). Vice-President of the MCC Gunsmithing Club (Aug 2021—present)

The University of the South, Sewanee, TN (May 2014)

Bachelor of Science in Psychology. Order of the Gownsmen, academic honor society and chief student governing body of the University of the South (2014)

Relevant Internships & Work Experience

Gunsmithing Apprentice/Sales Associate (Jul 2020 – Present)

Ed's Gun Shop, Vass, NC

Performed general armorer's work: cleaning and inspections, parts replacements, and occasionally repaired broken firearms taken in on trade. Learned from customers and colleagues, while developing knowledge to effectively converse and impact decisions of customers with all levels of understanding about a firearm's particulars. Consulted with customers and helped guide many individuals to their first firearms, always recommending and emphasizing important next-steps to promote responsible and safe gun-ownership. Facilitated shipments of firearms to other FFLs. Traveled to gun shows, set up tables and worked as a vendor. Helped layout and execute a plan to refine and reorganize a large retail storefront to enhance the experience of visiting a premier destination firearms outfitter. Maintained a warehouse using pallet-jacks and fork-lifts. Helped standardize and keep a digital inventory of products, and advised on inventory changes.

Management Assistant (Oct 2016 – Sept 2019)

Enterprise Holdings Rent-A-Car Division, Raleigh, NC

Promoted consistent sales and increased customer loyalty through providing outstanding customer service and building a culture of trust with our clients. Acquired new sales leads and maintained business-to-business relationships through regular marketing initiatives. Championed fleet logistics to ensure proper and timely service of vehicles, and to guarantee readiness for customers' reservations. Led by example to train new employees, especially facilitating difficult conversations, such as collection of deductibles, filing claims when vehicles returned with damage, and contract violations.

Veterinary Assistant & Client Relations Coordinator (Jun 2014 – Aug 2016)

North Suffolk Animal Hospital, Suffolk, VA

Provided memorable customer service by developing deep bonds with clients through personalized consultations and timely follow-up. Consultative sales approach, matching clients' needs and motivators with hospital's products and services. Significant mentorship in practice management from physical plant to human resources, even interviewing and training new staff.

International Manufacturing Intern (Sept 2012)

HOMA Pumpenfabrik GmbH, Seelscheid, Germany

Received valuable insight into international business and exposure to Western European work-culture. Rotated through many different departments including product assembly & finishing, packaging & shipping, and diagnostics & repairs for returned faulty products.

Veterinary Assistant (June 2007 – May 2014)

Vine Veterinary Hospital, Chapel Hill, NC

Small animal husbandry and medical care. Assisted with surgeries, anesthesia, and postoperative care. Consulted with clients and trained new employees.