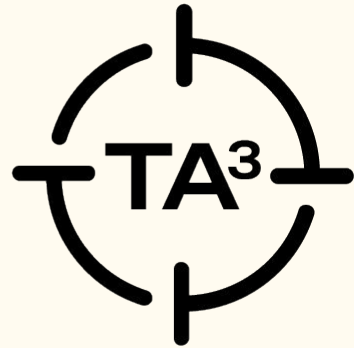


# TangoAlpha3 Military Veteran Recruiting Program ( MVRP)

Richmond, VA





# TangoAlpha<sup>3</sup>

TangoAlpha3 is powering several active MVRPs for rapidly going organizations nationwide.

## MVRP | Richmond

Information Technology > Global Resale : A leading provider of aftermarket electronic devices. We are almost always hiring veterans with an electro-mechanical background + interest in Information Technology and/or Logistics.



# Opportunity Overview

We are actively recruiting honorably discharged military veterans that are interested in roles associated with the electronic, mechanical and cosmetic repair of technology devices.

These positions represent excellent opportunities to grow one's technical skills, better understand the aftermarket services and reverse logistics industry, and—most importantly--begin your civilian career in a job that actively seeks to hire and promote military veterans because of the skills, training and values they represent.

# Tear Down Technician

Summary: Review and disassemble mobile, IT, and electronic devices to include cleaning and inspecting disassembled parts for repair/refurb.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following...

- Disassemble a variety of mobile, IT and electronic devices.
- Cleaning & reviewing a variety of parts after disassembly
- Maintaining the company's rigid quality assurance standards
- Meet company production objectives



# Refurb Technician

The Refurb Technician is responsible for upgrading the appearance and materials of computer equipment by replacing parts, applying skins and/or removing physical defects.

## **Essential Duties and Functions:**

- Inspect, clean, and sort used IT equipment, especially laptop and desktop PCs and smart phones and related parts
- Using special tools remove dents, scuffs, scratches, marks, etc. primarily from laptop computers.
- Apply laptop cover skins
- Remove and and/or replace parts, including LCD screens, glass screens, etc.
- Assemble and disassemble as needed in order to improve cosmetic grading of each unit.
- Perform data entry related to the work performed on each repaired item
- Meet production goals for both quality and quantity produced
- Maintain a clean and orderly work environment



# Test Technician

Test Technicians are responsible for test and grading of electronic devices, to include (but not limited to) laptops, desktops, servers and routers.

•ESSENTIAL DUTIES AND RESPONSIBILITIES include the following...

- Perform basic routine inspection and testing of enterprise gear.
- Run diagnostic tests using software or hardware-based diagnostic tools
- Cleaning and packaging of enterprise gear
- Visual inspection for overall condition of devices, looking for damage
- Assigning a cosmetic or functional grade using criteria provided.
- Unloading, removing packaging, plugging and unplugging multiple devices to run diagnostic test software.

# Repair Technician

The Repair Technician is responsible for diagnosing and repairing defects commonly found in 3-5-year-old used IT equipment, especially laptop and desktop PCs, mobile phones, tablets, and Apple computers. Data erasure is required, as well as ability to repair mechanical defects such as missing keys or loose hinges. Strong mechanical aptitude is a must for the ability to quickly understand the disassembly/re-assembly techniques unique to each of the many different product models.

## Essential Duties and Functions:

- Inspect, diagnose and repair defective IT equipment, especially laptop and desktop PCs and smart phones, including mechanical defects such as missing keys or loose hinges
- Meet production goals for both quality and quantity produced
- Perform data erasure
- Perform data entry related to the work performed on each repaired item
- Identify relevant model numbers, part numbers and manufacturer serial numbers

**Repair Technicians must have experience troubleshooting and repairing IT equipment | Cross training IS available...so you can move into this role...**



# Material Handler (Expeditor)

Materials handlers oversee the process of moving and distributing materials. They take materials from one location to another and may be involved in the process of extracting and loading the materials to be transported. Material Handlers feed our registration clerks, test techs, and quality assurance personnel product to be processed.

## **Essential Duties and Functions:**

- Prepare assets for distribution throughout the warehouse
- Load assets on test racks
- Stack assets neatly on pallets and other means of conveyance
- Facilitate the process in the facility



# Logistics Technician

- These will be the folks on their feet all day, making boxes and air-fills, placing computers in boxes, ensuring proper labeling, putting away in locations, properly updating the database so it can be picked later.
- Progression from this role would be into shipping clerk/logistics clerk (picking items to fulfill orders, scheduling freight/shipments, etc.)

# Pay & Benefits

Compensation Range :

**\$15-\$17**

Per Hour

## Health Insurance

- Global Resale offers the following health coverage to all employees, at no cost! Upon enrollment, coverage will begin on the first of the month following 30 days employment. (Dependent coverage does carry cost)
- Medical (Aetna)
- Dental (Aetna)
- Vision (Aetna)
- Group Life \$25,000 (Unum)
- Short Term Disability (Unum) • Additional Voluntary Life Insurance and Long-Term Disability plans are also available.
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- **Other Benefits:**
- At least 17 days PTO per year, first year prorated based on hire date.

# Next Steps...

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