



Dustin Burich

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PROFESSIONAL SUMMARY

Navy veteran and enterprise customer success leader combining nearly 12 years of decorated military service in security operations, training, and program management with four years of end-to-end civilian program ownership: 40 Cloud IT cohorts, more than 500 students, every performance marker met. A proven record of identifying and managing at-risk accounts, building and qualifying high-performing teams, and delivering measurable results in demanding, high-accountability environments.

EMPLOYMENT EXPERIENCE

Customer Success Manager / Project Manager

May 2022 – Aug 2026

Opsgility LLC · Fully Remote

- Dedicated training manager, delivering IT Cloud Training services to a wide array of enterprise accounts.

Petty Officer First Class — Anti-Terrorism Training Supervisor

2021 – Apr 2022

USS Iwo Jima (LHD-7) · Norfolk, VA

- Directed security-force training and readiness across shipboard and shoreside teams as the ship's Antiterrorism Training Supervisor.
- Built and ran the qualification pipeline for the Security Reaction Force, maintaining all 273 training records end to end.
- Requalified across the M9, M16, M500, and M240, and added the LA9-P less-lethal system.
- Closed out nearly 12 years of decorated service with an honorable discharge in April 2022, a deliberate decision made to assume the custody and care of my children.

Petty Officer First Class—Recruiter / Training Manager

Dec 2019 – 2021

NTAG Carolina / Navy Recruiting Station · Myrtle Beach, SC

- Re-engineered the recruiting office's workflow and layout while supporting the 2019 DITS inspection, sustaining record accuracy at 98% and eliminating involuntary attrition.
- Led physical training and 25+ Delayed Entry Program sessions, pivoting seamlessly to virtual delivery when the pandemic hit and keeping every candidate engaged and on track.
- Mentored 102 assigned youth through the Coastal Leadership Academy JROTC program across 80+ hours of off-duty time.
- Owned all Future Sailor training for the command and delivered a 100% Delayed Entry Program qualification rate.
- Represented the command at 22 community and humanitarian events across the region.

Master-at-Arms — Petty Officer Second to First Class

Aug – Nov 2019

Harbor Patrol Unit, Guam · Guam

- Commanded waterborne security patrols and law enforcement as a Harbor Security Boat Coxswain in one of the Pacific's most strategically vital ports.
- Directed vessel operations, crew supervision, and incident response in a demanding overseas port environment.
- Promoted to Petty Officer First Class (E-6) during this tour, formally recognized as already operating a level above peers.

Master-at-Arms — Petty Officer Second Class

2016 – Aug 2019

Joint Base Charleston / NSA Charleston · Charleston, SC

- Commanded the electronic security enterprise protecting 87 alarmed facilities and nearly 35,000 joint-service personnel daily, and led the effort that secured a \$5.11M security-system upgrade.
- Advanced through Patrol Supervisor and Watch Commander to Command Duty Officer, standing in as the installation commander's direct representative for base-wide operations, hurricane readiness, and emergency response.

Master-at-Arms — Petty Officer Third to Second Class

2013 – 2016

USS George H.W. Bush (CVN-77) / VFA-31 · Virginia Beach, VA / FPO AE

- Returned to NAS Oceana post-deployment as Master-at-Arms Second Class (E-5) from November 2014 to August 2016, leading a security shift and supervising a combined force that included 26 DoD civilian police officers.
- Trained and qualified the next generation of the security force in its entirety: 50 patrolmen, 30 patrol supervisors, 30 armorers, and 30 clearing-barrel supervisors, delivering a seamless turnover.

Master-at-Arms — Seaman to Petty Officer Third Class

2010 – 2013

United States Navy · Naval Air Station Oceana, Virginia Beach, VA

- Ran the main gate as Entry Control Point Petty Officer in Charge, personally screening a daily flow of more than 7,000 vehicles and 20,000 personnel as a qualified Sentry, Patrolman, and First Responder.
- Authored the eight-page Desk Sergeant qualification and standardization guide subsequently adopted Navy-wide.

Master-at-Arms "A" School Graduate

Jul – Nov 2010

United States Navy · Naval Technical Training Center, Lackland AFB, TX

- Completed the 260-hour Master-at-Arms "A" School at the prescribed grade, mastering patrol procedures, criminal investigation, use of force, arrest techniques, felony stops, search and seizure, and firearms proficiency.
- Graduated a fully qualified federal law enforcement officer, establishing the credential base for every Navy security assignment that followed.

SPORTS MANAGEMENT

Volunteer Head Coach / Program Manager — Grand Strand Youth Hockey

Oct 2025 – Present

Operations and Social Media Manager — Myrtle Beach Fire Department Ice Hockey Team All-

Oct 2025 – May 2026

Access Intern — PeeDee IceCats (FPHL)

Oct 2025 – May 2026

EDUCATION

Associate of Arts — Liberal Arts

Saint Leo University · Remote · GPA3.3 · Aug 2016

High School Diploma

Calumet High School · Calumet, MI · 2010

National Honors Society; Prometheus Chapter

Secretary, NHS/NJHS National Council · Nov 2007

Joint Services Transcript (Unofficial)

U.S. Department of Defense · 2022 · 78 ACE-recommended credit hours

Computer Operator — 2,000 hr Apprenticeship

U.S. Department of Labor · USMAP · Apr 2016

Police Officer I (Government Service) — 4,000 hr Apprenticeship

U.S. Department of Labor · USMAP · Jun 2015

CERTIFICATIONS

Microsoft Applied Skills: Create an AI Agent (Microsoft · Feb 2026)

Microsoft Applied Skills: Streamline Business Workflows with AI Chat (Microsoft · Jan 2026)

Customer Recognition — 500 Classes Scheduled (Jul 2025), 5,000 Students Enrolled (Skillable · Nov 2024)

Microsoft Certified: Azure AI Fundamentals (AI-900) (Microsoft · Nov 2024)

Microsoft Certified: Azure Fundamentals (AZ-900) (Microsoft · Jul 2022)

Naval Corrections Specialist Course (Center for Security Forces · Nov 2021)

Antiterrorism Training Supervisor Course (Center for Security Forces · Oct 2021)

DoD Sexual Assault Advocate Cert (D-SAACP Level I) (DoD SAPR Program · 2017)

Advanced System Administrator — Electronic Security Systems (Advantior Systems · Jan 2019)

Navy Small Craft Petty Officer in Charge (Boat Coxswain) (NSA Charleston · Jan 2018)

USAF Principles of Instruction (Certified Instructor, U.S. Air Force) (Joint Base Charleston (Sep 2017)

Harbor Security Boat Operations Course (JB Charleston Harbor Patrol Unit · Jun 2017)

Sexual Assault Prevention & Response Victim Advocate (40 hr) (Navy SAPR · Jun 2017)

Senior Enlisted Joint Professional Military Education I (SEJPME I) (Joint Knowledge Online · Feb 2017)

Shore Installation Mgmt: Basic Boat Coxswain (NAVSUPPACT Charleston · Sep 2016)

Emergency Vehicle Operators Course (EVOC) (Naval Safety Center · Mar 2015)

Enlisted Surface Warfare Specialist (ESWS) (USS George H.W. Bush (CVN-77) · Oct 2014)

Enlisted Aviation Warfare Specialist (EAWS) (VFA-31 · Apr 2014)

Security Reaction Force — Advanced (Center for Security Forces · Oct 2013)

NHTSA Standardized Field Sobriety Testing (Virginia Highway Safety Office / NHTSA · Jun 2013)

Surveillance Detection (Naval Criminal Investigative Service · Sep 2012)

FEMA IS-100: Intro to Incident Command System (FEMA EMI · Jun 2012)

FEMA IS-200: ICS for Single Resources (FEMA EMI · Jun 2012)

FEMA IS-700: Introduction to NIMS (FEMA EMI · Jun 2012)

FEMA IS-800: National Response Framework (FEMA EMI · Feb 2013)

"Opportunity is missed by most people, because it is dressed in overalls and looks like hard work."

- Thomas Edison

Personal Note: Thank you for taking the time to review my resume. Ultimately, an analyst with a vast skillset, an open mind and endless opportunity. If your team is seeking its newest addition, let's discuss how I may be complimentary! Until our paths cross, so long and stay well!