Kyle Cummings

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# Objective

College graduate with more than 7 years of proven customer service experience in the fields of retail and security as well as experience and a background in electronics/computers

# Education

## Bachelor of science | 2018 | California State Univeristy – EasT Bay

* Major: Criminal Justice with emphasis on Justice and Enforcement

## Associate of arts | 2011 | Santa Rosa Junior College

* Major: Anthropology

# Experience

**TAP PLASTIC INC | 2020-PRESENT**

**Sales/Fabricator**

* Working with clients to design plastic-based solutions while promoting retail sales and services
* Back of house fabrication

**GRATON RESORT & CASINO | 2018-2020**

**Slot Utility Technician | 2019-2020**

* Responsible for maintaining, troubleshooting and repairing over 3000 Electronic Gaming Machines
* Safely and effectively operate hand tools, shop equipment, electronic test equipment

**Security Officer | 2018-2019**

* Providing concierge level of customer service in a 24-hour, high traffic, operation
* Utilizing working legal knowledge along with excellent verbal and written communication

## Target CORP | 2012-2018

**Specialized Retail Associate**

* Electronics Sales Specialist. Tasked with promoting sales of consumer electronics, providing product knowledge, and handling of transactions. With a secondary role of providing general customer service.

# Skills & Abilities

## Strong Under Pressure

* Able to remain calm and multi-task under stressful and physically demanding conditions
* Quick to adapt to surprising demands and challenges

## Teamplayer

* Embraces teamwork to complete tasks, but also enjoys working independently
* Taking initiative and recognizing my role in situations as they unfold

## Communication

* Academic and Professional Report Writing
* Professional demeanor in person or on the phone, even in the face of difficult interactions

# Certifications

* Microsoft Expert Zone certified in Windows OS and Office 365 suite
* Security Guard Card
* CPR/First Aid Certified
* Amateur Radio: Technician