Kevin David

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# Professional Summary

Service Manager at HEB with over 13 years of leadership experience in high-volume retail operations. Skilled in team development, process optimization, and delivering exceptional customer service. Currently pursuing a B.S. in Computer Science with a focus on software engineering, aiming to transition into a technology-driven role.

# Core Skills

• Leadership & Team Development  
• Operational Efficiency & Process Improvement  
• Customer Experience Management  
• Java, Python, C++  
• Agile/Scrum Methodologies  
• Data Analysis & Visualization (Excel, Python, MATLAB)  
• Object-Oriented Programming  
• Project Coordination

# Technical Tools

Eclipse, GitHub, MATLAB, Lucidchart, Visual Studio Code, Microsoft Office Suite, Jupyter Notebook

# Professional Experience

**Service Manager** – HEB – San Antonio, TX (12/2021 – Present)

* Lead and supervise a team of 100+ employees, ensuring operational excellence and a positive shopping experience for customers.
* Developed and implemented improved scheduling workflows, increasing department efficiency.
* Mentored and trained new leaders, improving team performance and retention.
* Partnered with cross-functional teams to troubleshoot challenges and streamline store processes.
* Achieved consistent high scores in customer satisfaction and compliance audits.

**Assistant Department Manager** – HEB – San Antonio, TX (01/2020 – 12/2021)

* Supported department leadership in managing daily store operations, including scheduling, inventory control, and customer relations.
* Assisted in training and onboarding new employees to ensure high service standards.
* Helped maintain compliance with safety and company policies across all shifts.

# Education

**Bachelor of Science, Computer Science (Software Engineering Focus)** – Southern New Hampshire University (Expected 2026)

Relevant Coursework: Software Engineering, Data Structures, Systems Analysis and Design, Agile Methodologies

# Projects

**Airgead Banking App (C++)** – Developed an investment growth calculator that projects future balances using compound interest formulas. Designed an interactive user interface and applied OOP principles for scalable and maintainable code.

**Silent Assassin: Shadow's End (Python – Text-Based Game)** – Designed and developed a text-based adventure game with stealth and puzzle-solving mechanics. Implemented logical algorithms for navigation, inventory tracking, and trap detection.

**Fantasy Football Draft Assistant (JavaFX)** – Built an interactive desktop application to manage fantasy football drafts with real-time player tracking. Features included bye-week conflict detection, team composition tracking, and a save/load drafted teams function. Applied JavaFX UI design principles and file I/O handling for persistent data storage.

# Certifications & Training

* HEB School of Retail Management (SORM) – Leadership and Store Operations Training
* Partner Development Series (PDS) – Professional Growth and Team Development
* Career Development Series (CDS) – Career Advancement and Leadership Skills
* Future Goals: CompTIA Certification, Agile Practitioner Certification