

# James Moelling

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## Key Skills & Strengths

- Punctual & Reliable – Consistently arrive 10+ minutes early to work.
- Customer Service Excellence – Achieved three raises at In-N-Out Burger — two specifically for exceptional customer service (A rare distinction for associates, out of nearly sixty associates only twelve myself included has these customer service raises).
- Problem Solving – Hands-on experience addressing unexpected challenges in property maintenance and contracting.
- Physical Endurance – Comfortable working long hours in heat; experienced in hauling heavy loads, tearing down fences, and general labor. Regular weightlifter and cyclist.
- Attention to Detail – Developed a sharp eye at Lone Star Window Cleaning for spotting imperfections in windows and learned how important the small details can be. Having this attention to detail helps me get the job done on the first run through preventing having to go back and do it again.
- Adaptable & Quick Learner – Succeeded in diverse roles — food service, window cleaning, political canvassing, lifeguarding — each role I quickly picked up and learned.
- People Skills – Skilled at handling difficult or rude clients calmly and professionally deescalating situations.
- Self-Motivated – Finished high school early at age fifteen; maintained a 4.0 GPA at Hill College; was accepted into Baylor University (I'm not pursuing it mainly because of finances).
- Strong Work Ethic – No problem following detailed instructions and seeing tasks through to completion, and doing the right thing even when no one is looking.
- Computer Literate – Comfortable with basic troubleshooting, applications, and usage due to a tech-savvy household and an IT parent.
- Invested in Growth – Read multiple well-known books on leadership, negotiation, and effectiveness (\*How to Win Friends and Influence People\*, \*The 48 Laws of Power\*, \*The Art of Negotiating the Best Deal\*, \*The 7 Habits of Highly Effective People\*). All of which directly involve dealing with people and have been a major contributor to my excellent customer service.

## Work History

### In-N-Out Burger (2024–2025) 'Associate'

In-N-Out Burger is my current job. I started in late December 2024 and am currently working there. I've excelled in this role and have already received three raises. My manager recently told me that when they talk to new hires about customer service, they use me as an example.

### **Lone Star Glass & Gutter (2024)**

This was my previous job at a small business. I worked with the owner and one other employee. We cleaned residential homes and served many customers each day.

### **Political Canvassing (2023)**

I worked as a block walker for a local politician. I went door-to-door speaking with people to win their vote. I gained extensive experience dealing with the public.

### **Hawaiian Falls Waterpark (2022)**

My first official job. I worked as a lifeguard throughout one of the hottest summers. I was responsible for guest safety and learned to stay calm under pressure.

### **Freelance/Odd Jobs (Various)**

I've done a range of tasks from brick laying and framing to running wires and cables for the electrical side of my home. These hands-on experiences helped me develop a practical skillset and the ability to learn new tasks quickly.

### **Final Notes / Overview**

I'm ready to bring a strong work ethic, adaptability, and a willingness to learn into a hands-on role. I've built experience across a variety of jobs — from customer service to manual labor — and I take pride in being dependable, and detail-focused. I'm not afraid of hard work or learning new things.

-James Moelling

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