

KEVIN JONES

240-601-7092 | kevinv.j0131@gmail.com | Accokeek, MD

Skills

Troubleshooting and Compliance, Strategic Planning, Stakeholder Engagement, People Operations, Relationship Management

Programming Languages: Java, Python, HTML, CSS, Javascript

Work Experience

Life Guard | Maryland National Capital Park and Planning Commission | 2021 – Present

- Participate comprehensive training programs for staff in emergency response and customer experience, increasing team efficiency
- Collaborate with local safety authorities to integrate the latest safety regulations into operational practices, ensuring compliance and up-to-date standards.
- Implement detailed risk assessment plans for daily operations and events, proactively identifying and mitigating potential hazards.
- Manage effective communication and assistance for 25 users daily in the off-season and 100+ in peak season, elevating customer experience standards.
- Orchestrate the maintenance and cleanliness of the pool facility

Team Member | Arby's | 2021

- Maintained customer interactions and revenue forecast records, providing regular reports and insights to management regarding performance, customer feedback, and market trends for informed decision-making.

Education

B.S. Computer Science, Towson University, Expected 2025

Prince George's Community College, 2020 – 2021

Relevant Coursework

- Data Structures and Algorithms
- Software Engineering
- Database Management
- Web Development
- Artificial Intelligence

Certifications

Lifeguarding/First Aid/CPR/AED, 2024 – 2026

Trained in lifeguarding procedures, First-aid administration, CPR procedures, and the use of an AED device.