

Kevin L. Metcalf

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(336) 686-2665

SKILLS

Mechanical skills and knowledge, Painting, Welding, Woodwork, 100+ WPM typing, Computer Hardware, Computer Software, Microsoft Office, SAP Portal, 10-key, Organization, Windows, MAC-OS, Accounting basics, Customer Service and Interaction

EDUCATION

Caldwell Community College and Technical Institute

Associate in Arts Degree 2013

UNC-Greensboro

Information Systems and Operations Management - In Progress

WORK EXPERIENCE

Coder Foundry: Web Development

- 3-month “Master Course” student undergoing accelerated intensive coding education and hands-on applications
- Received instruction and applied knowledge to designing applications with HTML, CSS, JavaScript, C#, and combined sources with .NET Framework.
- Designed personal portfolio and blog interfaces and published
- Worked alongside instructors, who exemplified a “workshop” style learning atmosphere to ensure students with real-life coding experience.

BB&T Triad Corporate Center: Record Retention Management

- Responsible for the handling of mortgage files in the loan department
- Exemplified great organizational skills and attention to detail when managing paid off loans, and entries of new loans to be filed
- Provided information to customers who wished to review the terms of their loan, or be sent certain excerpts from their file
- Added new and revised trailing documents to existing loan files
- Handled conversions of files from other banks that were bought, and added them into the revised system

Electri-Products Group : Inside Sales/Manufacturer's Representative

- Managed accounts for electrical distributors and handled delivery logistics, shipping costs, and returns
- Informed customers on electrical equipment costs for large jobs throughout NC, VA, and SC
- Provided customer service and advising to customers on electrical wire, underground enclosures, and PVC conduit via email and phone
- Handled large quotes for jobs including university stadiums, vehicle production plants, and fire stations; as well as Department of Transportation jobs,
- Maintained contact with nationwide representatives from represented companies to receive order feedback and information daily
- Utilized SAP portal as well as other modules for handling commercial accounts, quoting material, updating order statuses, and managing deliveries

Advance Auto Parts : Mobile Parts Pro/Commercial Salesperson

- Actively selling and engaging our customers in new products and products that they need at that moment, in person and on the phone
- Exceeding my individual sales goals and our store goals month over month
- Utilized my basic math skills and computer skills accurately and efficiently
- Responsible for monitoring inventory levels to ensure maximum profitability and product availability
- Responsible for maintaining high standards of customer service and housekeeping

Lindley Habilitation : Habilitation Tech.

- Responsible for one one-on-one, direct care services to individuals with physical and developmental disabilities in the community and in clients homes
- Trained in CPR, NCI, Bloodborne Pathogens, and Medication Administration
- Responsible for transporting patients from their homes to their Dr. Appointments

AutoBell Car Wash : Crew Member

- Responsible for detailing/cleaning automobiles and giving exceptional customer service
- Showing a positive, courteous work attitude, with the understanding that our work is “on display” for our customers to see

Appalachian Ski Mountain : Lift Operations

- Responsible for snow removal at loading and unloading areas, keeping them clear from the beginning of a shift to the end of my shift
- Responsible for testing the lift equipment to make sure that it is functioning properly
- Greeting customers, checking tickets, and assisting customers onto and off the lifts

REFERENCES Available upon request.