

## Skills

- Results and goal-oriented professional with strong leadership capabilities.
- Front End Development (HTML, Advanced CSS, JavaScript, JQuery, Github, React, Angular, Bootstrap, APIs).
- Back End Development (Node.js, Express.js, SQL Server (MySQL, MongoDB, SQLite), MERN Stack, Object-Oriented Programming, Object Relation Mapping, and Model-View-Controller).
- Experience with CRM tools such as Salesforce.
- Considered an expert in cross-functional team building, leadership, organization development and quality & performance improvement.
- Strong analytical and planning skills, combined with the ability to coordinate the efforts of many to meet organizational goals.
- Excels in fast paced environments.
- Organized, highly motivated, and detail-directed problem solver.
- Coordinated training programs, including classroom training for customers.
- Leadership and charisma.
- Demonstrated presentation, financial, and management skills.
- Excellent negotiation skills.
- Flexible, versatile, passionate, persuasive, and a highly creative solution finder.
- Strong skill set for office applications on the Mac and PC, including PowerPoint, Excel, Publisher, Access, Pages, Keynote, Numbers, Entourage, and Outlook.
- Business Networking.
- Strong technical background.
- Recognized as subject matter expert by customers.
- Untapped potential.

## Experience & Accomplishments

### *Owner*

#### *Melken Solutions, LLC*

*August 2008 – Present*

- Plans and directs all functions of the company.
- Established and integrated the functional strategies of the company using business expertise to reach financial & operational goals and objectives.
- Deployed resources to achieve financial forecast and business objectives.
- Record of success in guiding and directing the company.
- Developed sales and marketing plans and programs.
- Analyzed market trends and statistics to determine potential for growth.
- Designed strategies and observe performance metrics.

### *Supervisor - Customer Service & Field Support*

#### *Cubic Simulation Systems*

*August 2007 – August 2014*

- Business Development/Capture Manager for international market.
- Project Manager overseeing multiple projects.
- Oversees and directs the activities of the Customer Support staff to ensure customer satisfaction and compliance with established company policies and customer expectations.
- Develop customer service policies and procedures.
- Troubleshoot and resolve non-routine customer complaints.
- Respond to customer requests and questions regarding service, products and account information.
- Develop, manage and maintain the Customer Support Help Desk.
- Responsible for the operation of the internal and external marketing & demonstration facility and assets.
- Instrumental in streamlining the installation process that decreased the expected installation costs.
- Responsible for providing training to customers on the operation & maintenance of products.
- Developed metrics to track customer satisfaction.

# Kendall D. Felder

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## ***Manager - Customer Service***

### ***EntryPoint Glass LLC, Orlando, FL***

***July 2006 – August 2007***

- Manage and supervise the Customer Service team, with responsibilities to maintain and develop the
- Customer Service relationship with 22 franchise dealers.
- Developed and maintain a Continuous Improvement plan with vendors in Mexico and China to increase the overall productivity of the company's Custom Glass program.
- Established guidelines with Franchisees in the areas of order entry, credits, Customized Glass, and new products/services program enhancements.
- Decreased the overall production time from 15 or more weeks down to an average of 7 weeks overall.
- Developed methods to reduce the production lead-time for Custom Produced glass, thus decreasing the amount of time glass units spent in production and increasing the overall value to the Franchise system.
- Returned stability to the Customer Service team and increased the overall productivity by reestablishing the trust with the Franchisees and the Home Office.

## ***Customer Service & Support***

### ***Cubic Simulation Systems***

***July 2003 – July 2006***

- Responsible for providing reliable and professional training to a magnitude of clients.
- Liaison between customer and company for product installation, training, warranty, and general customer service inquiries.
- Creatively devised methods to improve upon the installation/instruction process thus undercutting the budget and increasing profitability.

## ***Manager – Electronic Technician***

### ***U.S. Navy***

***July 1991 – October 2002***

- Managed departments containing 20 or more employees
- Responsible for the maintenance and repair of over \$1,000,000 in fiber optic equipment providing the message delivery and information distribution to over 2000 users.
- Project Manager for the design, implementation and configuration of a \$650,000 Cisco Catalyst network.
- Program Manager for the implementation of 3 Local Area Networks. Saving over \$1,000,000 in contractor and labor costs.
- Project Manager for the implementation of a Satellite Based Closed Circuit Television system, servicing over 500 users.
- Devised numerous technical innovations required for the initialization and smooth continuous operation of the Local Area Network.
- Fast track career promotion through a series of increasingly responsible positions
- Implemented training courses for new personnel, increasing efficiency

## **Education**

- B.A. - Marketing Management
- M.B.A. - Marketing Management
- M.B.A. - Business Administration
- Certificate – Full Stack Web Development

## **Certifications & Training**

- Project Management Professional (PMP)
- Capture Manager
- Full Stack Web Development
- Salesforce
- Lean Six Sigma
- Proposal Writing
- Sales
- Export/Import Compliance
- International Traffic in Arms Regulations (ITAR) Compliance