

Kevin Pilcher

kevin.pilcher.3@gmail.com ♦ +49-152-2444-6938

Summary

Dedicated and accomplished professional with over 8 years of experience in customer support, project coordination, and logistics management within the United States Air Force across Europe, the Pacific, and the U.S. Proven ability to enhance operational efficiency, deliver top-notch support, and drive technological advancement on a global scale. Achieved a remarkable 98% on-time departure rate and managed innovative projects that saved \$100K annually while improving operational efficiencies. Skilled in leading diverse teams, optimizing processes, and implementing advanced software solutions. Holds a Bachelor's in Management/Leadership (projected Dec 2024) and is proficient in data analytics, project management, and advanced Microsoft Office & Google Suite. Certified in Project Management and Data Analytics, showcasing a strong foundation in both strategic oversight and detailed analytical processes. Adept at providing exceptional customer support, improving user experiences, and maintaining a high level of customer satisfaction through excellent communication and problem-solving skills. Calm and collected, with a passion for helping others and dealing with challenges without losing composure.

WORK EXPERIENCE

United States Air Force

Aug. 2014 – Present

Transportation Manager

Washington, USA-Yokota, Japan-Wiesbaden, Germany

- Spearheaded logistics operations across multiple regions, achieving a 98% on-time rate and ensuring operational excellence, showcasing strong organizational and problem-solving skills.
- Directed key initiatives for network upgrades, enhancing overall capabilities and contributing to award-winning performance, demonstrating effective collaboration and technical proficiency.
- Led diverse teams in optimizing processes, reducing completion times by 50%, and improving service output by 30%, emphasizing teamwork and efficiency.
- Oversaw program initiatives to improve safety protocols, ensuring a secure and compliant environment for all team members, highlighting attention to detail and adherence to standards.
- Initiated and managed an innovation project, utilizing data analytics to save \$100K annually and improve decision-making, showcasing analytical skills and financial acumen.
- Implemented advanced software solutions, demonstrating exceptional technical skills and achieving a 99% improvement in efficiency, underlining technical proficiency and process improvement capabilities.

EDUCATION

American Military University

Aug, 2025

Bachelor's, Management/Leadership

Online

Professional Certifications

Certified Associate Project Manager

November, 2023

Project Management Institute

SKILLS

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- **Customer Support and Service:** Proven ability to provide exceptional customer support and ensure high levels of customer satisfaction.

- **Advanced MS Office & Google Suite Proficiency:** Expertise in utilizing advanced features of MS Office and Google Suite for efficient communication and documentation.
- **Interpersonal & Communication Skills:** Strong verbal and written communication skills, with a focus on delivering clear and professional responses to customer inquiries.
- **Data Analytics & Visualization:** Skilled in analyzing data to derive actionable insights and improve support processes.
- **Project Coordination:** Experience in planning, executing, and coordinating projects, ensuring timely completion and alignment with business goals.
- **Problem-Solving Abilities:** Strong problem-solving skills to address and resolve customer issues promptly and effectively.
- **Technical Proficiency:** Knowledge of project management tools (e.g., Jira, Trello, Asana) and product management software.
- **High Organization and Self-Motivation:** Capable of managing tasks independently and efficiently in a remote work environment.

