




# JAMES R KINLAW III

## CONTACT

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## SKILLS

- Hardware Troubleshooting -
- Network Troubleshooting -
- Programming
- Office Applications
- Code Development
- Troubleshooting and Testing
- Excellent written and verbal skills
- Highly organized and efficient
- Ability to work independently or as part of a team
- Cooperative Attitude
- Operational Planning
- Microsoft PowerPoint
- Information Research and Sourcing
- Eagerness to Learn New Technologies

## ADDITIONAL INFORMATION

- Awards -, National Defense Service Ribbon -Global War on Terrorism Expeditionary Medal -Global War on Terrorism Service Medal -Air Force Longevity Service Award - Air Force Outstanding Unit Award -Air Force Good Conduct Medal - Air Force Overseas Long Tour Ribbon Professional Experience - US Air Force Security Forces -Law Enforcement Duties -Critical Resource Security -Global Threat Assessment -Customer Service Advocate at Verizon Wireless(8yrs)

Seeking a rewarding work environment that provides an opportunity to capitalize my skills and abilities to its maximum potential. Organized and dependable candidate successful at managing multiple priorities with a positive attitude. Willingness to take on added responsibilities to meet team goals.

## PROFESSIONAL EXPERIENCE

March 2020 to Current

**Lead Line Cook *Daddy Macs Beach Grille***, Surf City, NC

- Created identical dishes numerous times daily with consistent care, attention to detail and quality.
- Maintained well-stocked stations with supplies and spices for maximum productivity.
- Upheld optimal staff and customer protections by monitoring food handling, cleaning and sanitation protocols.
- Set up and prepared cooking supplies and workstations during opening and closing to maximize productivity.
- Instructed new staff in proper food preparation, storage, use of kitchen equipment and sanitation.

August 2019 to May 2023

**Student *East Carolina University***, Greenville, NC

- Followed school and classroom policies, regulations, dress codes and schedules.
- Worked in team environment to maintain high levels of productivity.
- Searched at library and in scholarly databases to locate necessary information for research projects.
- Contributed to development of Early Math Placement Testing Analytics focused on statewide schools and district testing.

July 2017 to July 2019

**Student *Cape Fear Community College***, Wilmington, NC

- Followed school and classroom policies, regulations, dress codes and schedules.
- Worked in team environment to maintain high levels of productivity.
- Searched at library and in scholarly databases to locate necessary information for research projects.
- Gathered information to research Topics of Science to contribute to a BS Software Engineering degree.

July 2009 to July 2017

**Customer Service Specialist *Verizon***, Wilmington, NC

- Addressed customer complaints and mitigated dissatisfaction by employing timely and on-point solutions.
- Took payment information and other pertinent information such as addresses and phone numbers to place orders.
- Complied with company policies and procedures by encouraging positive and effective work environment among all employees.
- Resolved concerns with products or services to help with retention and drive sales.

May 2006 to July 2009

**Hospitality Team Member *Days Inn Hotel***, Wilmington, NC

- Collaborated with various team members to meet guests' requests.
- Tracked guest satisfaction surveys to recognize trends and create action plans for improving guest services.
- Increased customer service ratings significantly through personable service.
- Collaborated with maintenance, housekeeping and security teams to resolve requests and issues efficiently.

May 2001 to March 2006

**Military Police Officer *United States Air Force***

- Secured restricted areas and enforced limited access for civilians and military members in order to provide force protection and property security.
- Mitigated risk, providing immediate emergency response security.
- Implemented established protocols, upholding all safety standards through project completion.

## EDUCATION

Expected in May 2023

**Bachelor of Science Software Engineering, History**

**East Carolina University**, Greenville, NC, United States

Some College Coursework, GPA: 3.1 : 130 Semester Hours

**Associate's Degree Science**

**Cape Fear Community College**, Wilmington, NC , United States

GPA: 3.6, GPA: 4.0