**Kevin G. Gaskin**

58 Red Robin Turn,

Hampton, VA 23669

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**Education**

Deloitte Learning Center

30 Rockefeller Plaza, New York, NY 10112

 *Certificate in Internal Project Management* June, 2017

 *Global Technology, Media and Telecommunications Foundation Curriculum* Apr., 2017

 *Lean Six Sigma Green Belt Training and Certification* Apr., 2017

Northern Virginia Community College

5000 Dawes Avenue, Alexandria, VA 22311

 *Associate of Science, Social Science* Dec., 2015

 *Career Studies Certificate, Business Information Technology* May, 2015

 *Career Studies Certificate, Leadership Development* May, 2015

Thomas Nelson Community College

99 Thomas Nelson Drive, Hampton, VA 23666

 *Applied Associate of Science, Management* May, 2015

 *Program Certificate, Industrial Management* May, 2015

 *Career Studies Certificate, Business Principles* Dec., 2014

 *Career Studies Certificate, Fundamentals of* *Organizational Leadership* Dec., 2014

 *Career Studies Certificate, Supervision* Dec., 2014

**Professional Skills**

* Account Management (8 Years) •Leadership & Team Building (10+ Years)
* Administrative Support (9 Years) • Lean Six Sigma (4 Years)
* Customer Service (10+ Years) • Microsoft Office Suite (10+ Years)
* Database & Information Systems (8 Years) • Project Management (4 Years)
* Data Entry – 65 WPM (10+ Years) • Research & Analytics (10+ Years)
* Human Resource Management (7 Years) • Technical Writing (10+ Years)

**Employment History**

**Night Auditor**  Crowne Plaza Hampton Marina

Sept., 2017 – Present 700 Settlers Land Rd., Hampton, VA 23669

*Full-time.* Act as manager on duty. Keep accurate accounts of cash, checks, and credit transactions. Handle confidential information, including guest records, with a high degree of integrity. Address guest complaints, issues and/or requests in friendly and professional manner taking initiative to resolve all issues. Ensure that all matters are resolved or addressed with the proper department head. Report to management about asset utilization and audit results, and recommend changes in operations and financial activities. Manages daily paperwork including occupancy report, guest list, cash drawer summary, balance sheet, account summary, history file, and housekeeping report.

**Associate Office Services Assistant** Deloitte & Touche LLP

Nov., 2015 – Sept., 2017 137 Smallwood Village Center, Waldorf, MD 20602

*Full-time.* Manage project deliverables for eight (8) clients in a corporate environment; input personally identifiable information and financial transactions into client databases. Follow specific guidelines to meet each client’s expectations for security and confidentiality. Verify and confirm the accuracy and quality of keyed data; make necessary corrections to information as needed. Meet client deadlines while effectively re-negotiating deadlines when necessary.

**Help Desk Specialist I** Northern Virginia Community College

Aug., 2015 – Dec., 2015 5000 Dawes Ave., Alexandria, VA 22311

*Contract*. Provide administrative IT support to faculty, staff, students and visitors within the Virginia Community College System (VCCS); respond to tier 1 IT troubleshooting by telephone, email, and in-person. Diagnose and resolve general troubleshooting inquiries by assisting with hardware & software installation & removal, email setup and password recovery; escalate to the appropriate IT department when necessary.

**Office Administrator**  One Source Process Servers

Jan., 2010 – June, 2015 1133 13th St. Suite C4, Washington, D.C. 20005

*Full-time*. Assist the CEO by managing the office schedule to ensure day-to-day business needs were met. Assist the HR manager with the recruitment and on-boarding process of new hires. Assist the finance director with A/P and A/R services; ensuring that vendors receive the appropriate payments and that clients make the appropriate payments. Provided exceptional customer service by appropriately answering client concerns, forwarding messages and confirming appointments as necessary. Ensure all current client information was updated and collected appropriately according to organization and industry standards.

**Customer Service Representative** TCR Telecommunications

June 2007 – Nov., 2009 111 New Market Square, Newport News, VA 23605

*Part-time*. Perform outbound campaign fundraising calls. Read scripted information to customers; use non-scripted marketing pitches to secure funds. Input collected call data into database; change and/or verify information as necessary.