

KEVIN ALEXANDER ALBAN



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Loma Linda, USA 92354

EDUCATION

San Bernardino Valley College

Liberal Arts Coursework

San Bernardino Valley College

02/2025

Airframe and Powerplant Program

Currently enrolled in Airframe portion of the program.

California State University, San Bernardino

San Bernardino, CA • 05/2023

Bachelor's Degree: Bio-Psychology

SKILLS

- Aviation Mechanics
- Mechanical Expertise
- PC Building
- Technical Skills
- Leadership & Communication
- Safety Protocols
- Problem-Solving
- Punctuality & Work Ethic
- Problem-solving
- Attention to detail

CERTIFICATIONS

(AMG) Aviation Maintenance

PROFESSIONAL SUMMARY

Motivated and reliable Aviation Mechanic in training. Possesses hands-on experience in diverse industries, including logistics, retail, and food service, with a strong foundation in mechanical troubleshooting, safety protocols, and team leadership. Highly skilled in technical problem-solving, maintenance, and ensuring equipment reliability. Eager to apply expertise in aviation maintenance, learn new techniques, and contribute to the growth and success of the aviation industry. Committed to upholding high standards of safety and quality while advancing within the aviation field.

WORK HISTORY

Amazon - Warehouse Associate

01/2019 - Current

Position: Problem Solver / Team Lead

- Lead and managed a team to ensure proper sorting and handling of Amazon products, addressing any issues or defects that arose.
- Utilized Microsoft Excel to track and analyze data, ensuring accurate and up-to-date records.
- Collaborated closely with both inbound and outbound operations to maintain smooth workflow and address operational challenges.
- Managed high-value merchandise, NPC, LP conveyable items, and served as the Point of Contact (POC) for back-half shift operations.
- Ensured efficient operations in a fast-paced environment while prioritizing safety and quality standards.
- Oversaw inventory control, stock organization, and order fulfillment to support overall operational success.

Home Depot - Pro Customer Service Representative

01/2017 - 01/2019

Customer Service Representative

- Delivered exceptional customer service by assisting contractors and homeowners with building supplies and product inquiries.
- Processed customer returns, managed order transactions, and coordinated product deliveries to ensure a seamless experience.
- Managed high-stress situations effectively, maintaining professionalism under pressure while resolving disputes or conflicts.
- Ensured inventory was properly stocked and organized, maintaining a clean and efficient workspace to support daily operations.
- Resolved customer complaints with empathy, resulting in increased loyalty and repeat business.
- Fostered strong customer relationships by providing knowledgeable and timely assistance to meet their needs.

99 Cent Store - Cashier, Stocker, Merchandise Handler

01/2016 - 01/2017

Technician General Certification

- Managed customer transactions and provided prompt service
- Assisted with restocking shelves and organizing merchandise in the store
- Maintained a clean and safe shopping environment for customers
- Greeted customers entering store and responded promptly to customer needs.
- Welcomed customers and helped determine their needs.

Popeyes - Associate

01/2014 - 01/2016

- Managed both kitchen and front-of-house operations during shifts
- Worked as a lead, overseeing team members, ensuring efficient workflow, and providing exceptional customer service
- Gained hands-on experience in food preparation, cooking, and maintaining health standards
- Increased customer satisfaction by resolving complex issues and providing exceptional service at all times.
- Developed and implemented strategies to increase customer satisfaction and engagement.

ACCOMPLISHMENTS

- Aerospace Maintenance Competition (AMC): Current competitor in the AMC event
- Leadership & Team Management: Successfully led shifts in a high-pressure environment while maintaining team morale and productivity

LANGUAGES

Spanish



Native or Bilingual