**Dawond L. McKinney**

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**Charlotte, NC 28227**

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**OBJECTIVE**

I am a North Carolina Licensed Property and Casualty agent seeking to obtain a challenging position as a team member who works well individually as well as with team members in an organization that allows the opportunity to provide quality service, productivity and profitability.

**PROFESSIONAL HISTORY**

**Health & Wellness Break – Disabled Veteran 01/2014 to Present**

Required numerous surgeries over a period of several years.

**NCO Group, Charlotte NC 11/2007 to 09/2010**

**Customer Service Supervisor**

Maintained quality customer service by supervising the tasks and responsibilities of all assigned staff.

Generated accurate reports from required systems to show targeted metric projections and goals.

Ensure quality and standards are consistently achieved and guidelines are followed.

Provided training and feedback to employees regarding areas of improvement and development.

**Customer Service Representative**

Perform all elements of technical customer service for iPhone and iTunes customers via telephone.

Primary responsibilities include troubleshooting PC/E-mail/modem/home networking problems with customers.

Installed and configured various hardware and software components.

Prepare escalation tickets for Tier 2 level technicians.

**Computer Clinic Enterprises, Charlotte NC 06/2004 to 11/2007**

**PC Technician – Subcontractor/Time Warner Cable**

Performed all elements of technical customer service for Time Warner customers.

Installed and configured various hardware and software components.

Performed field technical duties as necessary (installation and repair).

**AXA Advisors, Charlotte NC 03/1999 to 06/2004**

# Workstation Support Representative

Provided end-user support for hardware and software applications.

Managed software distribution, installation of updates and generate security access.

Produced presentations and marketing materials for various representatives.

Performed operating system integration for rollout of new computers.

**Spectra Market Metrics, Lancaster PA 06/1995 to 02/1999**

# Database Specialist/Market Research Analyst

Sales, training and support for clients purchasing marketing information software.

Researched convenience store industry to provide database information.

Responsible for generating and researching reports from an Oracle database.

Performed quality assurance on new software releases.

**MILITARY**

**United States Marine Corps 06/1992 to 08/1994**

**S-4 Logistics/Purchasing/Food Service**

Facilitate and dispatched transportation for supplies.

Trip planning for best route and familiarity with Department of Transportation regulations.

Responsible for transportation and security from point of origin to point of delivery.

**EDUCATION**

**The Art Institute of Charlotte – Charlotte NC 09/2010 to 01/2014**

Digital Filmmaking and Video Production

# JFC Career Development – Lancaster PA 09/1994 to 06/1995

# Application Certified (Windows, Excel, Word, PowerPoint, Outlook, Access)

**John Piersol McCaskey High School – Lancaster PA**

General Academics

**Professional Attributes and Technical Proficiency**

* Goal oriented team player with a high level of integrity and strong project management skills.
* Strong facilitation, organization, prioritization and multi-tasking.
* Excellent leadership and communication skills.
* Ability to champion change and innovation.
* Exceptional internal and external customer focus.
* Team Player.
* Windows, Excel, Word, PowerPoint, Outlook, Access