**Kendrick Pride**

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# Profile

I have strong administrative, programming and communicative knowledge, skills, and abilities that I utilize to provide efficient administrative support for a wide variety of programs. I effectively prioritize and organize workloads to meet strict deadlines; train and support team members. I have established and maintained a strong working relationship with management staff of a diverse group of internal and external customers.

I acquired strong leadership and interpersonal skills and communicate in a clear and concise manner. I have the ability to think quickly in emergency situations and in those requiring quick assessment of many factors in order to make appropriate decisions. I have gained valuable experience and knowledge that allows me to present your business with the assets that I have acquired.

# Experience

# CENTRAL REASEARCH

Department of Homeland Security Contractor 1/2016 - Present

JOB TITLE: **Data Collections Supervisor**

This position requires me to monitor a variation of physical, system and database applications and submissions from USCIS customers for processing including but not limited to Elis Visas, G-28, I-89, I-485, EOIR, I-589,I-765, I-907 and handling certified mail. I manage multiple teams that updates prevalent data of petitions into various federal government systems with analysis of petitions for supporting documentation and eligibility. I create and run a variety of daily USCIS reports and databases for production, accuracy planning and review. I preside over the process of documents for accounting also the assessment of forms thoroughly to determine jurisdiction and case status for internal department of homeland security customers.

Manager: Cintia Espinoza 214-489-4058

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# CENTRAL REASEARCH

Department of Homeland Security Contractor 3/2014 – 1/2016

JOB TITLE: **Data Entry Operator II**

This position requires me to prescreen various applications and submissions from USCIS customers for accuracy and completeness such as VISAS before coding and keying into USCIS systems. I review for supporting documentation and eligibility for benefits and process documents for fees. I review files thoroughly to determine jurisdiction, presence of required supporting documentation, existence of relating files and basic statutory eligibility.

Manager: Stephen Ball 214-489-4337

**Wal-Mart** 5/2012- 1/2014

JOB TITLE: **Maintenance Lead, Loss Prevention Associate**

Assisted in multiple departments by ensuring associates follow the inventory management process along with teaching associates how to develop and follow through with SWAS plans. Assists management with the supervision of associates in maintenance department by assigning duties, developing and communicating goals, teaching and ensuring compliance with company policies and procedures.

Manager: Robert Petijon

Contact: (940) 484-1717

**Hillman Group** 7/2007 - 6/2010

JOB TITLE: **Order Puller, Outbound Customer Support II**

Pulled orders for customer support reviewed shipping manifest for accuracy in a warehouse and office environment. Verified and assemble products accordingly. Conduct audits for purchasing goods and services Operate Forklift as needed. Communicated effectively with internal and external customers regarding shipment and cleaning and maintenance of the facility.

Manager: Connie Helius

Contact: 972-624-0131

**Porky’s Barbeque** 9/2006- 3/2007

JOB TITLE: **Cashier/Cook/Server**

I worked as a server on the hot food line. I worked the cash register for food purchases, took call in orders, served and cleaned tables.

Manager: Vetha Coleman

Contact: 972-948-0200

# Education

# Amberton University

**1700 Eastgate Dr**

**Garland, TX. 75041**

Master of Science: Business

Master of Science: Human Relations (2015)

**University of North Texas**

**PO Box 311400**

**Denton, TX 76203**

Bachelor of Arts and Science Degree (August 2013)

Major: Radio/Television/Film

Major: Anthropology

# Job Related Skills

* Typing speed 50 wpm
* Mid-level Federal Security Clearance
* IT programing (web, applications, gaming)
* OS Platform
* Six Sigma Certified
* Microsoft Office
* DOS System programing
* Adobe Suite (audio and video editing)
* Avid (audio and video editing)
* Database creations for statistical analysis (flow charts, graphs, scatterplots)
* Development and production of training media and material (videos, audio, guides, animation, assessments)