

# John D. Kinard

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## Professional Profile

Support staff supervisor with a standards-oriented focus in training & development, and a procedures-oriented approach to projects.

## Next Career Objective

Develop training programs and educate students seeking to become part of the livery industry in San Francisco.

## Demonstrated Skills

- Managing high-volume workloads in a manner that adheres to prescribed standards of conduct and procedure.
- Reducing complex ideas into their component parts and presenting them in a fashion that helps the client learn and apply new information.
- Organizing tasks to not only meet imminent deadlines but prepare for the next project.

## Professional Experience

**Yellow Cab Co-Op**, San Francisco, CA

2010-Present

**Dispatcher**, 2011-Present

Responsible for maintaining a smooth operating queue. Tasks include maintaining a calm demeanor in a high-call environment while mediating customer-driver & driver-driver disputes, responding to driver emergencies, correcting inaccuracies in orders, and reducing customer wait times, as well as no-shows.

**Customer Service Representative**, 2010-Present

Responsible for providing arranging taxi service. Tasks include inputting accurate orders and handling high volumes of calls while providing a professional persona over the phone.

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**Liverpool Derivatives Group**, Long Beach, CA 2006-2008

## **Commodities Trader & Analyst**

Responsible for building a personal client portfolio of investors in the futures and commodities market. Tasks included finding capable investors and educating clients about money management, market analysis techniques and trade design in volatile commodities markets.

**SirLoans.com**, Long Beach, CA 2005-2006

## **Loan Originator**

Responsible for originating residential mortgages. Tasks included qualifying prospective borrowers, analyzing borrowers' mortgage scenarios and presenting products to satisfy borrowers' needs, negotiating with lenders, maintaining complete and accurate files, and shepherding clients through the borrowing process up to final signing.

**National Direct Funding**, Newport Beach, CA 2004-2005

## **Loan Officer Assistant**

Responsible for assisting the loan officer. Tasks included qualifying prospective borrowers, maintaining complete and accurate files, updating documents for alignment with lender requirements, and coordinating loan officer's schedule.

**Long Beach Unified School District**, Long Beach, CA 1998-2004

## **Instructor**

Responsible for developing and implementing the curriculum for beginning and intermediate Spanish language instruction for secondary school students. Responsible for aligning curriculum to district and state standards. Curriculum development included creating methods of instruction, modes of assessment and rubrics to measure learning.

## **Education**

University of California, Los Angeles — B.A., Spanish Literature

University of California, Santa Barbara — Graduate Studies, Spanish Literature

Southern California School of Interpretation, Santa Fe Springs, CA — Interpretation for Criminal Court Proceedings