

Kevin Banks

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PROFESSIONAL SUMMARY

CompTIA A+ certified IT and customer-experience professional with 7+ years in support, field-facing operations, and quality assurance. Currently supporting automated locker systems and mentoring liaisons across multiple properties, while also working in AI/chatbot quality analysis. Known for staying calm under pressure, coordinating on-the-ground operations, and turning real-world issues into clear, actionable feedback for technical teams.

CORE COMPETENCIES & SKILLS

Field & Operations Support: On-site support, mentoring, incident logging, process adherence

Customer Experience: Customer service, mediation & de-escalation, multi-channel communication

Leadership & Collaboration: Supervising, coaching feedback, cross-team liaison work

Technical: CompTIA A+; basic HTML/CSS; macOS & Windows 10–11; troubleshooting mindset

Tools: Microsoft Office, Google Workspace, Zoho Suite, Adobe CC, LightBurn, Social Media

Documentation & QA: Issue analysis, report writing, pattern identification, SOP compliance

PROFESSIONAL EXPERIENCE

Field Rep / Lead Liaison — Luxer One

Fort Lauderdale, FL | Oct 2023 – Present

- Primary contact for multi-channel support (phone, email, in-person) across multiple Florida properties, resolving parcel and locker system issues with speed and professionalism.
- Mentor team of liaisons while maintaining operational discipline and ensuring consistent service quality across locations.
- Log and troubleshoot technical issues with automated locker systems, coordinating with property staff and technical teams to diagnose and resolve problems.
- Maintain clean, orderly, and safe locker environments that align with property and company standards.

Chatbot Quality Content Assistant — Broward College

Fort Lauderdale, FL | Nov 2025 – Present

- Analyze escalated chatbot conversations to identify root causes and reduce live-agent transfers, improving overall customer experience.
- Document pattern findings in Excel/Google Sheets reports for supervisors and product stakeholders.
- Collaborate with support and product teams to refine intents, prompts, and handoff criteria — acting as a bridge between operations and technical teams.

Quality Assurance Specialist — Chewy.com

Hollywood, FL | Mar 2019 – Jun 2019

- Audited customer interactions (chat/email) for SOP compliance, identifying trends and process gaps.
- Delivered coaching feedback to frontline agents to reinforce best practices and improve team consistency.

Customer Service Representative — Chewy.com

Hollywood, FL | Dec 2015 – Mar 2019

- Resolved complex customer issues via phone, chat, and email in high-volume environment with minimal supervision.
 - Recognized as Employee of the Month (Nov 2017) for exceptional service quality, reliability, and teamwork.
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EDUCATION

Bachelor of Applied Science, Information Technology (In Progress)

Broward College | Project Management Focus

Associate of Arts

Broward College

CERTIFICATIONS

CompTIA A+ Certified — CompTIA / Clark University Training Program