

Resumé of David A. Malkoff

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Goal: To advance my career within the field of Research and Data Analysis, and forensics/related support within the field of Criminal Justice

- Reliable, punctual, self-motivated, responsive to the needs of supervising staff.
- Skilled with computers – word processing, spreadsheets, and databases.
- Scholastically inclined – BA in Criminal Justice. Strong writing skills.
- Strong customer service skills. Not interested in bodyguard, dispensary, patrolling or third shift work. • Will pass drug testing and full background investigation; have reliable BMW Motorcycle and cell phone. • Professional appearance: short hair with no tattoos. Fluent in English, do not speak Spanish. • Valid Driver's License and California BSIS Guard Card; No firearm permit. Available flexible hours.

Employment History:

The Guilds Companies – Researcher

(413) 770-7162 President: Mark Guilds Richmond, CA

June 2021 – Present: Serving as principal researcher for The Guilds Companies in connection with acquisitions, funding and operations of various hospitality venues, including most recently the Historic Benbow Inn. Research efforts include review and analyses of real property opportunities associated with targeted properties, and their potential to support a diversity of client services and programs. Examples have included existing and possible expansion of wedding venues, banquet facilities, golf and alternative use/reuse of less-than-complete 9- and 18-hole golf courses, frisbee golf, glamping and upscale RV parks, and outdoor parcourse and fitness centers.

On a site-specific basis, other opportunities are explored, such as enhanced hotel and inn revenue-generation, community involvement wherein the hospitality venues may host public programs and holiday events, and on- and off-highway access facilities like specialty markets, bakeries, and gas and EV-charging services.

More recent tasks have included exploring opportunities to create solar facilities. Other areas of research include off-property opportunities for amenities, such as wellness centers, and spa and hot tub facilities.

Road Runner Sports – Customer Care Specialist

(858) 974-4475 Ryan Rothwell San Diego, CA ryanrothwell@roadrunnersports.com

July 2016 – June 2021: Customer Care Specialist in the Contact Center. Originally part of the text chat team using skills learned during my Guru training with Jacob Weisberg. Integrated words and phrases following scripting and guidelines so that our customers felt valued and important. Learned how to identify solutions for customer issues, researching quickly and providing text responses with flying fingers.

When Jacob was my coach, I worked on loss prevention relating to on-line customer fraud with Dan Kelly.

When text chat was eliminated, I began working on handling emails and performing administrative work such as club cancels and downgrades. Eventually, administrative work became the bulk of my job.

During my usual workday I was averaging between 36-43 adjustments per hour, often more, which meets the average goal of 40/hour. (When I'm having medical issues, my average number of tasks/hours drops to between 28-32, but on subsequent days I work even harder to get caught back up.)

Also, I have taken most of the Myagi training classes, and have a very high average score for the work I have done.

ASSET - Smart & Final Program – Trainee

(714) 723-8109 President: Otto Bade Newport Beach, CA ottobade17@gmail.com

February 2015 – January 2016: Merchandizing, restocking, interacting with and assisting customers, take-backs, inventory, shopping carts and cleaning. Great work environment, flexible around my college schedule.

McDonalds Store #17773 - Crew Member

(714) 997-9666 Manager: Elba F. Orange, CA 92867

October 2012 – March 2014: Crew Member greeting customers; taking, assembling and presenting food orders; operating the cash register; cooking and preparing food for sale; checking stock of products and backing up other crew members. Elba was appreciative of the work provided and supplied an offer to return.

Discovery Science Center - Volunteer

(714) 913-5028 Manager: Rosie Lee Santa Ana, CA 92705 rlee@discoverycube.org

February 2012 – December 2012: Present: Interacting with guests and teaching science on the exhibit floor. May 2009 – January 2010: General office support, filing, copying and computer database work. Award given for more than 300 volunteer hours.

Little Caesars – Pizza Maker

(714) 771-1003 Owner: Timothy Gregart Orange, CA 92869

September 2010 – January 2011: Back-of-house, folding pizza boxes, support in the back for the cooks. Reason for leaving: Very hard college semester and needed more study time. Left on good terms with an invitation to return.

“Cookies for Katrina” Volunteer Project raising \$5,000.

Began September 2005: My volunteer idea raised more than \$5,000 for Katrina relief. I baked and sold homemade cookies and brownies. My efforts were written up about in the OC Register and I received awards from the Salvation Army, Red Cross and Habitat for Humanity.

Education:

College: Chapman University/Brandman University – Bachelor of Arts Degree: Criminal Justice degree with an emphasis in Homeland Security and a minor in Psychology.

High School: Sierra Institute of Research & Technology

June 2016, GPA 3.26

References available upon request.