

Kyle K. Shaft.

U.S. Navy Veteran · Fintech Operations & Business Analytics
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SUMMARY

U.S. Navy veteran with five years of service and leadership grounded in empathy, active listening, and clear communication. Brings a strategic, results-oriented approach to complex, dynamic environments, with strengths in collaboration and informed decision-making.

EXPERIENCE

Robinhood — Customer Operations Agent Nov 2025 – Present

- Resolves complex customer issues with empathy and critical thinking in an in-person, high-performance environment.
- Independently investigates detailed inquiries, identifies trends signaling product or system issues, and escalates appropriately.
- Provides text, email, and phone support across financial products using Salesforce.

Adapt Health — Customer Service Specialist Feb 2025 – Nov 2025

- Owned the front-end service process in a fast-paced inbound and outbound call environment.
- Verified referrals, created orders, scheduled equipment delivery, and educated patients on financial responsibility.

The Home Depot — Customer Service / Sales Associate Jun 2024 – Feb 2025

- Assessed customer needs and recommended full-project solutions — greeting, qualifying, recommending, and closing across the department and adjacent areas.

Texas Comptroller of Public Accounts — Tax Compliance Officer II Nov 2022 – Jun 2024

- Managed tax-collection records and seized-asset administration; prepared official forms, notices, and reports.
- Guided taxpayers through licensing and filing; conducted compliance activities and resolved complaints in person and by phone.

Charles Schwab — Client Banking Services Aug 2021 – Nov 2022

- Delivered superior client service across deposit accounts, online account management, bill pay, money movement, and mobile/debit banking.
- Provided technical assistance and problem resolution, building client trust.

Children's Medical Center — Care Coordination Assistant Jun 2019 – Apr 2020

- Coordinated home health services, medical equipment, and patient appointments for a multidisciplinary care team.

United States Navy — Hospital Corpsman Third Class Jun 2013 – Jun 2018

- Provided specialized medical support to Navy and Marine Corps units across combat, disaster relief, and humanitarian missions, ashore and afloat, upholding high standards of care.

EDUCATION

B.S. in Business Analytics — American Military University Graduated Jun 2026
Cum Laude · GPA 3.6

SKILLS & TOOLS

Strengths: Time management · Communication · Collaborative teamwork · Customer service · Leadership

Tools: JIRA · Zendesk · Salesforce · Slack

AI-assisted workflows: Uses AI-powered tools to speed research, troubleshoot complex issues, and improve workflows.