

## **Autumn M. Williams**

Aw11460@georgiasouthern.edu

(404)-667-9917

<https://www.linkedin.com/in/autumn-williams-5263a1181/>

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### **Education:**

**Georgia Southern University:** Statesboro, Georgia August 2017 – May 2021

**Bachelor of Business Administration:** Human Resource Management **GPA:** 3.52

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### **Work Experience:**

#### **Doordash – Delivery Driver**

**May 2020- Present.**

- Responsible for loading, transporting, and delivering items to clients or businesses in a safe, timely manner.
- Responsible for reviewing orders before and after delivery to ensure orders are complete, the charges are correct, and the customer is satisfied.
- Providing excellent customer service, answering questions, and handling complaints from clients.
- Adhere to assigned routes and time schedules for delivery process.

#### **The Dining Commons at Georgia Southern University- Student Employee**

**January 2019 – Present.**

- Prepare exceptional food and provide quality service to maintain satisfaction among students.
  - Maintain and clean utensils, equipment, and work areas.
  - Execute professional customer service.
  - Perform front-of-the-house and cash register responsibilities.
  - Participate in training new student employees.
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### **Student Activities and Skills:**

#### **Society for Human Resource Management (SHRM) Georgia Southern University Chapter – VP of Fundraising and Social Media – January 2021-Present.**

- Manage all social media accounts – Twitter and Instagram.
- Create, plan, and establish fundraising ideas and events.

#### **Georgia Southern University – First-Year Program – Peer Leader – August 2018-December 2018.**

- Mentored students adjusting to their first semester of college in a continued orientation class.
- Assisted the professor in the classroom by assisting and leading lessons, creating lesson plans, grading assignments, and engaging students.

#### **The Southern Leaders Program – Member – August 2018-May 2020.**

- Participated in LEAD classes teaching about self and collaborative leadership.
- Attended leadership conferences and engaged in group activities.

Capable skills in customer service; organizational leadership; conflict management; knowledge in HRIS with SAP; talent recruitment; employee compensation and benefits; employment law and compliance; strategic management; staffing, training, and development; and proficient in Microsoft Office.