

Henry Williams

Rochester, NY

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Authorized to work in the US for any employer

Work Experience

Press Operator-Temp

Platinum Staffing - Brooklyn Park, MN

August 2018 to Present

My current assignment is as a press operator for a metal fabrication company. I receive orders from the office and create them, using a press machine. I read the configurations and then set the machine as required to produce parts.

Driver

UPS - Houston, TX

June 2012 to January 2018

My duties are to deliver packages to customers on established routes. Also to maintain a safe method of driving and delivering packages in a timely basis. My work hours vary up to 60 hours per week.

Retail manager

Crossmark Marketing - Rochester, NY

January 2007 to June 2012

- Train reps on company process, policies, procedures, and position responsibilities.
- Ensure quality execution by conducting audits and work with Retail Representatives to assess, train, and develop retail skills and knowledge.
- Monitor and manage payroll time entries and expenses to maximize territory contribution.
- Manage execution and overall performance of Reps by working through field support agents to ensure completion of tasks.
- Develop and manage each geo territory to have maximum flexibility and capability delivering the capacity and diversity needs of the organization
- Assign and manage team projects to utilize efficiencies and ensure quality execution.
- Schedules and manages client work within territory.
- Responsible for sharing competitive knowledge and best practices with team.
- Communicates effectively.
- Inspect company equipment on a regular basis to ensure proper maintenance.

Customer Service

Hewitt Associates - The Woodlands, TX

2004 to 2007

Managed and handled calls in call center environment. Served as administrator of major fortune 500 companies around the world.

- Administered and managed employees' health care benefits, 401K benefits and pension benefits
- Processed and facilitated transactions including rollover requests, withdrawals and pension payments

- Implemented, maintained and ensured to comply with strict standard established by the IRS
- Verified and validated health coverage for doctor's offices and dentists and hospitals
- Provided assistance to employees and make them understand their rights in their benefits
- Recorded and encoded confidential information in a Windows based computer system
- Worked and coordinated with a team to ensure to meet team and individual goals

Education

GED in General

Suitland High School - Prince George's County, MD

September 1987 to September 1987

Skills

CUSTOMER SERVICE (10+ years), RECEPTIONIST (10+ years), RETAIL SALES (10+ years), MAINTENANCE (9 years), INCREASE (4 years)

Certifications/Licenses

NCCER

Driver's License

Additional Information

Core Competencies

- * Customer Service. Able to ascertain customer needs through research and communication and to provide solutions for their problems.
- * Project Management. Consistently employ solutions to increase communication while using time efficiently to track progress and meet goals. Track record of efficient time management techniques
- * Communications. Motivate team members to achieve goals, resolve interpersonal conflicts, create positive learning environment.
- * Problem Solver. Respond rapidly and appropriately to changing circumstances; evaluate problems, make astute decisions to effect positive change, and refocus on new priorities
- * Noteworthy Administrative Skills. Flexible to changing priorities. Able to identify and resolve problems using available resources.
- * Resourceful and Well-Organized. Highly skilled in activity planning, task management, time management and project follow through
- * Keen sense of responsibility. solid professional standards. Excellent track record of dependability

Areas of Expertise

* Customer Relations * Account Negotiation
* Account Management * Organizational Skills
* Record Maintenance * Information Management
* Service Enhancement * Customer Assistance
* Team Leadership * Multitasking