

# SBWJ

# STERLIN B. WARD JR.

TECH SUPPORT SPECIALIST | STERLIN.WARD.JR90@GMAIL.COM  
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## OBJECTIVE

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I am looking to start a career with a company that has room for growth and advancement for someone who is confident, driven, and goal oriented.

## SKILLS

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- +Typing 40+ WPM
- +Exceptional telephone etiquette
- +Outstanding troubleshooting skills
- +Vast technical knowledge
- +Proficiency installing computer hardware
- +MS Office proficiency
- +Customer service experience
- +Forklift experience
- +Over head crane experience (60 tons)

## EXPERIENCE

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*Warehouse manager • BMA America • 01/2019 - Current*  
Maintain stock control systems for accuracy and future planning of storage capacity. Supervise inventory management and control processes including stocking ordering and re-ordering and order fulfillment. Improve operational efficiency across warehouse processes maintaining budgetary goals and company objectives.

*Warehouse manager • Krutons, festivities, and botanicals • 02/2018 - 01/2019*  
Responsible for organizing the warehouse areas, making the best and most efficient use of space, and managing the everyday activities of warehouse staff and drivers. Duties; Managing the efficient receipt, storage and dispatch of a wide range of goods from the warehouse.

*Shipping/receiving supervisor • Tyson of Rogers • 10/2017 - 05/2018*  
Responsible for receiving of goods in the warehouse, loading and unloading of trucks, pack and ship products to customers. Receiving/Verifying quantities received against available paperwork. Shipping/Determine how product will be packed according to method of shipment or customer request.

*Warehouse manager • Intents party rentals • 02/2016 - 10/2017*  
I was responsible for orders being processed and delivered quickly and accurately. I was responsible for maintaining accurate counts of inventory and supplies. It was my duty to ensure that all costumers received what they ordered, and it was up to their standards and they were satisfied.

*Help Desk Support • R and R Solutions • 03/2013 - 02/2016*  
Contractual work for Murphy USA. Through a remote client (BOMGAR) I was responsible for insuring devices, such as POS machines, fuel digis, and printers, were functioning properly before and after field techs upgraded to a new switch.

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## EDUCATION

A+ CERTIFICATION • IN PROGRESS • COMPTIA

This is a basic certification through CompTIA for beginner computer hardware, software, and network troubleshooting.

NETWORK+ CERTIFICATION • IN PROGRESS • COMPTIA

This is a more advanced certification through CompTIA for network building, maintenance, troubleshooting, and repair.

TECH SUPPORT SPECIALIST CERT. • JAN. 2017 • FL. DEPT. OF EDUCATION

This is a basic certification through the Florida Department of Education that covers all the curriculum in the CompTIA A+ and Network+ textbooks.

HIGH SCHOOL DIPLOMA • 2007 • GEORGE STONE TECHNICAL CENTER

This is a basic high school education graduation certificate.

## PROFESSIONAL SUMMARY

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- +I have a valid driver license and reliable transportation.
- +I am punctual, respectful, driven, and reliable.
- +I am looking for a career, not just employment.
- +I am available first shift, preferably. However, I am open to being flexible when needed.