

# Travis Williams

Glendale, AZ - Denver, CO (Relocated)

twilliamsbusiness@gmail.com

**480.436.3843**

## Work Experience

### **Decommissioning Coordinator Advocate**

ZAYO Communicatios (Insight Global) - February 2022 to Current

Here at ZAYO, I work as a communicator & liason for disconnecting internet, Ethernet, W-LAN, phone line and various other telecommunication services from acquired accounts through the ZAYO imprinted company. I was hired on as a Remote Contracted position holder for the company through a staffing agency called Insight Global. My daily duties are to receive and close multiple cases from a list of well known clientele, communities & commercial businesses, usually through emails and messages. I work with a team of individuals that all work various accounts and we meet through Zoom meetings and impromptu Zoom calls for weekly goals, Q & A, and training sessions.

*[I am looking to transition from this position immediately as the contracted timeframe is soon to expire.]*

### **Delivery/Contractor**

AxleHire - September 2020 to January 2022

I worked part time with AxleHire as a meal-prep & food Delivery Driver for "Freshly", "Home Chef", "Factor75", "Hello Fresh" & "We Luv Dogs" (organic dog food); all of which are online-based monthly fresh food delivery services. My duties were simple as it is all App-based and self managed. Monday through Friday, I confirm 1 to 2 routes per day, pick up the packages at the designated warehouse, then follow the app instructions to deliver to each customer.

*[I am currently looking for an additional part time position]*

### **Supervisor [TSS] Sales & Tech Support**

Consumer Cellular Inc. - July 2020 to SEP. 2021

Here at Consumer Cellular I work as a full-time Supervisor positioned to handle the following: Assisting Team members and other PHX office Reps with providing on the spot information, strategies, how-to's, approvals, system access requirements, team effort-oriented emailing & IM, answering random system/account questions, escalations & irate customer calls, conference calls to original service providers [OSP] for escalation reasons, communications, and direct service with billing inquiries, "Kudos" calls, and Sales. At Consumer we provide cell & landline phone service, devices, and accessories through both AT&T & T-Mobile Network carriers, simulataneously, and are able to port-over new customers phone numbers from their current provider. We're compatible with various carriers from around the Nation. In addition to the aforementioned above, I also educate our members about their plan details, breakdown their monthly rates, costs, and averages with taxes applied, perform extensive trouble-shooting tasks, upsell available plan services when appropriate, add additional phone lines, apply and provide promotional bonuses, and upgrade devices for all qualified members.

## Tech Support and Sales

Valor Global – September 2019 to February 2020

Here at Valor Global, I was working as an inbound 3<sup>rd</sup>-Party customer service assistant for Hulu LLC. I answered various calls from hundreds of different Hulu subscribers, in regards to trouble-shooting, playback failures, device issues, Hulu service inquires, billing, and many other issues.

*[The HR Department here ignored an urgent need I had for the urgent need of use of my Employee Healthcare benefits. I became ill during the beginning of February 2020 and could not properly utilize my benefits due an HR department error, and lack of not having my information correct & sent to the Healthcare Partner/providers (UHC) correctly. I demanded use of my benefits so that I could simply see a Doctor, and the HR department did not respond with any sense of urgency or regard to my issue. I ended up taking multiple weeks off in an attempt to self-heal my illness, and I did not return back since I was never helped.]*

## Campaign Telemarketing & Sales

TTEC - April 2019 to August 2019

Here at TTEC I was positioned as a Campaign [3rd-Party] telemarketing and sales Representative for Nissan North America. I responded to online inquiries placed by new and/or current Nissan customers by calling their contact information, and following up with each customers' inquiry accordingly. As a liason and informational guide to assist each potential customer, my duties insist of asking and answering detailed questions regarding specific Nissan models they are interested in and then directing them to their local Nissan Dealership via warm transfer to a Sales Rep or Manager.

*[It was a mutual agreement for me to leave rather than be terminated. I decided to leave this company due to being chastised and spoken about [negatively] by my Managers in an intrusive & unprofessional way. I confided in my managers about issues dealing with family and admitted issues getting to the Job location in a timely manner, based on my home location.]*

### **Independent Contractor Service/Delivery Courier**

Postmates Fleet - March 2017 to April 2019

I worked independently as a delivery driver for the online ordering app known as Postmates. I accepted and completed location-based orders per customer inquiry. The orders were usually from various restaurants neighboring the customers who use the app.

### **Amazon Fulfillment/Warehouse Shipping & Receiving**

November 2016 to February 2018 - Preloading & Unloading cargo trucks, picking items for set order list's; (a duty I performed which I selected items from the Amazon storage facility based on a list of online orders from customers), and packing (packaging/wrapping Amazon items to prepare them for shipping). Each duty was various per shift during employment, so I would either spend a week doing labor/unloading, then switch to picker packer (randomly), depending on shift needs.

### **Outlaw BBQ - Prep Cook**

February 2015 to September 2016 - I worked at both Tempe Diablo and Hohokam baseball stadiums during the Spring Training games. During my time working here, I prepared menu items made-to-order as a Prep Cook, and I also ran the cash register every other shift.

### **Datasphere Technologies Inc. - Sales Associate**

December 2014 to February 2015 in Tempe, AZ - Here at Datasphere, I assisted in making outgoing calls to multiple locally owned businesses in all fields and industries,

and pitched an exclusive media promotion partnership we were assigned to pitch with the states/city's local news station.

### **IKON Office Solutions - Associate for Customer Interaction Team**

February 2010 to July 2012 - Here at IKON, my main duty was to ensure that the existing customers from large corporations had well-functioning and properly maintenance document machinery in their offices.

### **JP Morgan Chase - Customer Service Representative**

May 2007 to February 2010 - Here at Chase, I answered inbound calls from current Chase members regarding lost/stolen debit and credit cards, and provided step-by-step actions to ensure a resolution for each customers' unique issue or mishap.

### **Education**

High School Diploma - Independence High School

### **Business**

Glendale Community College

### **Skills**

INTRANET, EXCEL, LOTUS NOTES, MICROSOFT WORD, ORACLE, WAREHOUSE PACKER

### **Additional Information**

Working as a Supervisor has been a fitting challenge for my demeanor and natural sense of self-awareness & being. I've had many new experiences handling various situations where experience is needed in order to facilitate the correct answer, and get the goal moving toward the direction it needs to be steered in. I have collected and utilized skills from past trades, businesses and companies, all of which have given me a unique sense of consumer awareness; which I apply heavily in what I do, and how I choose to solve an issue so everyone always wins. I co-managed teams of reps, assisted VIP customers with personal/private corporate account, and can easily comprehend written and verbal instructions whether team oriented or as a sole

representative. I have over 13 years of work experience [in total] in an array of different work environments, and I take pride in specializing in creative problem-solving.

### **Computer Skills**

CIT [customer interaction tool], Telegence, RTS/ABS, Port Detail, GEARS, PEARS, Salesforce, Microsoft Outlook, Avaya, Oracle, ADP, PowerPoint, Lessonly, Conduent, Lync, Lotus Notes and some other intranet-based systems and software.