

William Morris

Savannah, GA 31405

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- Ability to perform tasks as per the policies and procedures of the organization
- Handled all financial responsibilities of organization per required guidelines
- Possess good management and supervisory skills to maintain independent workload
- Familiar with statistical analysis and its functions for organizations development
- Possess excellent customer service and communication
- Possess quick decision making and problem-solving skills

Work Experience

Equipment Operator

OA Logistics - Savannah, GA

December 2021 to February 2022

responsible for ensuring equipment in good working condition
obeying all safety requirements and guidelines
updating scanner to ad/remove product
completing required amount of tasks per shift

Equipment Operator

Noble House Home Furnishings - Savannah, GA

May 2020 to March 2021

same as OA logistics

Owner/Small Business

Myrt Trucking - Savannah, GA

February 2005 to December 2019

- Managed all aspects of local and southeastern area container delivery operation
- Designed detailed business plans to outline finances, goals and operations of company
- Assessed, optimized and elevated operations to target current and expected demands
- Leveraged human resources skills to identify and recruit optimal candidates, coordinate training and oversee ongoing performance
- Negotiated tender and contract terms to meet both client and company needs

Warehouse Manager

Eckards Flooring & Design Center - Savannah, GA

January 2017 to December 2017

- Satisfied reporting requirements with timely and accurate logging of daily activities
- Monitored equipment for signs of mechanical issues and organized repairs to maintain functionality
- Applied schedule, organizational and routing knowledge to enhance deliver planning
- Planned and optimized warehouse work processes to improve fulfillment system efficiency

- Secured resourcing for materials, equipment and personnel to meet warehouse operational needs
- Established and maintained good relations with customers, vendors and transport companies
- Project managed warehouse system updates to increase productivity and reduce errors
- Maximized warehouse efficiency by dispatching crews and coordinating optimal daily scheduled
- Organized warehouse design to maximize space for stock while allowing for high volume traffic zones
- Reconciled accounting records including shipping and receiving logs and purchase orders
- Prepared inventory for shipment by attaching tags and labels, preparing shipment documents and securing products on pallets
- Provided information to shipping and receiving personnel regarding inventory stock
- Examined incoming shipments to verify quantity and quality, returned unacceptable shipments to suppliers for refunds or replacement
- ordered products as needed to ensure timely delivery/installation to customers according to needs and availability

Customer Service Representative

Iqor - Tucson, AZ

January 2016 to November 2016

- Assisted approximately 20 customers each hour with service questions
- Informed customers about billing procedures, processed payment and provided payment option setup assistance
- Consulted with customers to determine best methods to resolve service and billing issues
- Reviewed customer data to assess current issues and determined potential solutions
- Reviewed account and service histories to identify trends and issues
- Addressed customer service inquiries quickly and accurately
- Documented conversations with customers to track requests, problems and solutions

Seasonal Bartender

Fannies on the Beach - Savannah, GA

January 2015 to December 2015

- Prepared and served drinks and beverages to patrons following regular recipes - Provided excellent customer service - Anticipated guests' needs to decide if additional service is needed - Operated register and verification machines - Ordered required liquor and supplies - Collected money and gave change for drinks and food served - Cleaned and sanitized bar and equipment and replenish supplies

General Manager

Shane's Rib Shack - Pooler, GA

April 2013 to December 2014

- Handled all financial responsibilities for my location - Responsible for product ordering, inventory, and cost analysis - Processed payroll and enrolled employees in benefit plans - Handled the responsibilities of monitoring expenditures and preparing budgets - Provided excellent customer service and ensure 3d quality services - Completed scheduling, banking, purchasing and secured and maintained all employee records - Conducted recruitment for exempt and non-exempt personnel and provided new hire orientations - Handled moral and team building activities to ensure employee retention

Manager

UST Logistics - Savannah, GA

June 2011 to April 2013

- Managed receiving, shipping and distribution procedures by coordinating processes and labor -

Ensured safeguarding of warehouse operations by monitoring procedures and protocols – Controlled inventory levels and issued work orders – Coordinated building, loading and delivery of all Ashley Furniture sold in Georgia from Savannah and Statesboro and in South Carolina from Charleston, Bluffton and Florence

Local Dispatch Manager

Horizon Freight - Savannah, GA

March 1999 to February 2009

- Trained in all aspects of the trucking business including dispatch and payroll – Provided excellent customer service – Hiring and driver orientation
- liaison with shipping lines/freight forwarders in supply chain for import/export containers
- coordinated containers in/out of US Customs for inspection
- orchestrated delivery of containers in timely fashion as to not incur per diem charges from port authority or shipping lines
- ensure import/export product documentation paperwork accurate to ensure timely release of containers from port authority/shipping lines
- negotiated prices with trucking companies and shipping lines

General Manager

Bertucci's Restaurant - Atlanta, GA

January 1997 to February 1999

- Oversaw all aspects of the bar/restaurant operations – Handled all advertising – Management of employees – Invoiced, management of food and labor costs and budgeting – Completed payroll and hired employees – Responsible for training all managers for the region

General Manager and Training Manager

Boston Market - Atlanta, GA

November 1994 to December 1996

- Promoted within six (6) months of starting.
- Oversaw all operations including scheduling, managing employees, managed food and controlled labor cost and prepared and monitored profit and loss statements – Invoiced and budgeted – Provided marketing for store on a local level – Responsible for training all managers for the regions

General Manager

T-Bones of Augusta - Augusta, GA

February 1988 to October 1994

- Oversaw 60 plus employees – Prepared profit and loss statements – Managed food and labor costs, invoicing and budgeting – Marketing in the Augusta area – Had an annual 15% increase in revenue each year

Education

Business Management/Real Estate

University of Georgia - Athens, GA

Armstrong State University - Savannah, GA

Skills

- Invoicing Recruitment
- Labor Cost Analysis
- Warehouse Management
- Restaurant Management
- Supply Chain
- Operations Management
- Human Resources
- Forecasting

Certifications and Licenses

Forklift Certification

cherry-picking

EPJ