

William Martin

Customer service first, delivery driver and technical support specialist. Business oriented entrepreneur.

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To obtain a position that utilizes my interpersonal skills, motivation, and determination in an efficient manner, improving the quality of the company as well as my personal growth. I possess a passion for people and communication; a dedication to helping others through a use of conflict resolution, objective reasoning, and people skills.

Authorized to work in the US for any employer

Work Experience

Delivery Driver

Pioneer Wine Company - Aurora, CO

May 2016 to Present

I am in charge of making sure clients receive their wine and alcohol, on time and unbroken. While maintaining above excellent, customer service. Right now my areas are Downtown Denver and Aspen, Carbondale and Glenwood Springs.

Delivery Driver/Manager

OnTrac Delivery Services - Denver, CO

February 2015 to March 2016

- Made deliveries to Amazon and Staples around metro area
- Managed other area delivery drivers

Receptionist

Hilton Garden Inn - Highlands Ranch, CO

May 2014 to December 2015

- Customer service
- Checked customers in/out

Customer Service Representative

Adult Pediatric Specialists (APS) - Denver, CO

December 2014 to February 2015

Denver, CO

Customer Service Representative

- Liquid oxygen delivery
- Oxygen delivery
- Customer service
- Scheduled routes

Customer Service Agent

Musselman Jewelers - Denver, CO
2012 to 2013

- Promotions for the store
- Sales
- Advertising

Light Wheel Auto Mechanic

United States Army - Denver, CO
2007 to 2011

- Recruiter
- Battle and combat training
- Ability to demonstrate discipline
- Adhere to ARMY values such as: Loyalty, Duty, Respect, Selfless Service, Honor, Integrity, and Personal Courage

Honors

Captain of the High School Speech team

Captain of High School Football, Basketball, and Track teams. "Giving Back" award via Boys&Girls Club

Customer Service Rep/Call Center/Help Desk

PRC - Greenwood Village, CO
July 2008 to April 2009

Accomplishments

I moved from a rep to Technical Support/Help-Desk in 1 month. Requirement was 3 months! :)

Skills Used

Customer service skills. Computer programs. Technical support. Knowledge of Verizon phones.

Education

Criminal Justice

Midland Lutheran College - Midland, TX
2006 to 2007

High school or equivalent in General Education

Aurora Central High School - Aurora, CO
2002 to 2006

Skills

- Microsoft Programs (10+ years)
- Cash Handling (10+ years)
- Advertising (10+ years)
- Customer Service (10+ years)
- Customer Relations (8 years)
- Word (10+ years)

- Wordpress (6 years)
- Excel (10+ years)
- Receptionist (6 years)
- Team Building (10+ years)
- Technical Support (3 years)
- Recruiting (2 years)
- Inventory (6 years)
- Oracle (4 years)
- Photoshop
- Photoshop (5 years)
- Public Speaking (10+ years)
- Adobe (6 years)
- Data Entry (8 years)
- Documentation (8 years)
- XHTML (4 years)
- Financial Analysis (3 years)
- Video Editing (4 years)
- Marketing (10+ years)
- Networking (8 years)
- Mountain Driving (2 years)
- Driving Experience
- Commercial Driving Experience
- Commercial Driving
- Warehouse Experience
- Box Truck Experience
- Delivery Driver Experience

Military Service

Branch: Army

Service Country: United States

Rank: E4

Awards

Captain of Speech And Debate team.

January 2006

Additional Information

- ' Exceptional written and oral communication skills
- ' Strong organizational and active listening skills
- ' Proven ability to multi-task and meet deadlines in a fast-paced work environment
- ' ARMY training as a recruiter
- ' Proficient in Microsoft Office

- ' Eager to learn and ability to utilize new skills
- ' Strong work ethic and commitment to the job