

William S Day III

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Experience

Field Supervisor

Wright Technologies

January, 2015 — July, 2020 (5 years 6 months)

Over the course of 5 years, I put down over 700,000 miles installing and servicing a variety of telecommunications hardware. During that time, I performed work on Government Contracts doing IT work, servicing a Verizon field operations contract that spanned Wyoming, Montana, Idaho, Utah, Colorado, New Mexico, Nebraska, North and South Dakota doing consumer end installations and maintenance as well as consumer-end electronics damage claims assessments. The last couple of years was spent primarily doing consumer-end satellite internet installations where I held among the highest CSAT (Customer Satisfaction) scores in all of the Hughesnet corporation, let alone the small business I worked for; Wright Technologies.

I left this position due to the failure of the company to live up to repeated promises promotion, raise and better working conditions. This coupled with time away from home and family led to my needing to resign my position.

Dispatch / Sales

DSV, formerly UTi Transport Solutions

February, 2008 — May, 2014 (6 years 3 months)

As a dispatcher I made outbound calls on freight posted by the Sales Reps in my office. Whilst doing this, I made contacts and relationships with various carriers which allowed me to move more freight through searches for compatible freight in lanes that met the carrier's needs.

As a Sales Rep I made new and managed existing Shipping Clients. In doing so my duties were to post freight, negotiate shipping rates, track freight both daily and realtime if the client required it. Some of the clients I held were giants of various industry when it comes to industrial materials, moving millions of dollars of freight monthly.

Data Tape Technician

Sedona Staffing

November, 2007 — January, 2008 (2 months)

At this position I worked in the server room of the Sun Microsystems building in Phoenix, Arizona. At this position, with a High Security Clearance granted, I managed and maintained en masse tape pulls for backup, emergency backup calls, and daily, routine stack-backups of confidential end-user data nationwide. This was a 3rd shift position and therefore, cataloging and filing of backed-up tapes was to be done at the beginning of each shift. Attention to detail and monitoring of the call-screens for tapes was a must as backups were on timers.

Education

Buffalo High School

GED, January, 2007

Studied computer courses such as image manipulation (Photoshop & CorelDraw) and drafting (AutoCAD). Also was a member of the debate team, coach is a National Forensics League Hall of Famer.

Achievements

- Certified in DirecTV, Dish Network, and HughesNet consumer satellite systems.
- 700,000+ miles traveled in 5 years servicing rural customers in Wyoming, Montana, the Dakotas, Nebraska, Colorado, New Mexico, Utah and Idaho; both commercial and consumer. Work performed ranged from 4GLTE crossovers, T1 crossovers, in-store wi-fi installations, and fresh internet and phone builds for new buildings, LTE Broadband, satellite internet and satellite tv.
- Certified in chainsaw chain manufacture, household and automotive key-cutting, and paint mixing. Skills were obtained at my first job at a hardware store. Gave me many skills for life.

