

William Grant

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Professional Summary

Technical support agent well-versed in troubleshooting and repairing malfunctioning hardware and software. Devises innovative strategies to resolve recurring computer and network problems. Distribution team member versed in warehouse operations and logistics. Possesses exceptional organizational skills and attention to detail. Willing to go the extra mile to meet tight deadlines and reach company goals. Reliable Warehouse Worker with experience operating standing forklift, pallet jack, and loading/unloading a conveyor. Valid CO driver's license and clean driving record.

Skills

- Troubleshooting proficient
- Good communication skills
- Fast learner
- Computer proficient
- Network connectivity knowledge
- CDL class A operation
- Working 2nd and 3rd shift
- Microsoft applications skills
- Forklift operation
- Shipping and receiving

Work History

General Labor

01/2018 to 4/2019

Elwood Staffing -Fort Collins, CO

- Delivering shingles to multiple locations on a delivery vehicle.
- Quality control and shipping for a local bottling plant.
- General labor for construction sight demolition trash cleanup.

Shipping Loader, Yard Driver

02/2016 to 11/2017

Walmart DC 6019 -Loveland, CO

- Loaded products weighing up to 70 pounds or above less frequently onto trailers for delivery.
- Operated forklifts and other heavy machinery safely.
- Drive loaded/unloaded trailers to/from storage yard and door locations

Shipping Loader

08/2015 to 02/2016

Elwood Staffing -Fort Collins, CO

- Loaded products weighing up to 70 pounds onto trailers for delivery.
- Operated forklifts and other heavy machinery safely.

Packaging Tech I

04/2015 to 07/2015 **ResourceMFG** -Loveland, CO

- Accurately read, understood, and carried out written instructions.
- Work with equipment to fill and package pharmaceutical products
- Closely inspected product to ensure they meet standards.

Technical Support

06/2012 to 02/2015 **Center Partners & Qualfon** – Fort Collins, CO

- Described product to customers and accurately explained details and care of merchandise.
- Ensured superior customer experience by addressing customer concerns, demonstrating empathy and resolving problems on the spot.
- Learned, referenced and applied product knowledge information.
- Managed call flow and responded to technical support needs of customers.
- Resolved problems with malfunctioning products.
- Remained up-to-date on the latest technologies and solutions applicable to company products.

Technical Support

02/2011 to 04/2012 **Telenetwork** –San Marcos, TX

- Managed call flow and responded to technical support needs of customers.
- Resolved customer issues in a clear, courteous and straightforward manner.
- Answered telephone calls promptly and minimized delays that could lead to abandoned calls
- Provided on-call support for critical issues.

Sales & Sales Support

05/2010 to 10/2010 **Center Partners** – Fort Collins, CO

- Coordinated between billing department and customers to resolve problems.
- Responded to all customer inquiries thoroughly and professionally.
- Referred unresolved customer grievances to designated departments for further investigation.
- Answered customer questions about product availability and shipment times.
- Maintained knowledge of current sales and promotions, policies regarding payment and exchanges and security
- Checked vehicles to ensure that mechanical, safety, and emergency equipment is in good working order

Sales Agent & Customer Service

05/2008 to 05/2010

Press-One Customer Care – Fort Collins, CO

- Responded to all customer inquiries thoroughly and professionally.
- Recommended merchandise to customers based on their needs and preferences.
- Maintained knowledge of current sales and promotions, policies regarding payment and exchanges and security practices.

Truck Driver

06/2007 to 12/2007

Apollo Transport – Tempe, AZ

- Maintained a daily, legible DOT log book and submitted corresponding documents.
- Inspected the truck for defects and safe operating condition before, during and after trips.
- Successfully avoided time delivery delays by carefully planning best routes.

Truck Driver

04/2006 to 04/2007

Stevens Transport – Dallas, TX

- Successfully avoided time delivery delays by carefully planning best routes.

- Received pick-ups and delivered them to warehouse.

Order Picker

06/2005 to 02/2006

Kmart Distribution -Brighton, CO

- Reported all equipment failures and malfunctions to supervisor.
- Pick packages from pallet and roller racks then place on conveyor.

Temporary Worker

02/2005 to 05/2005

Remedy - Denver, CO

- Working with Blue Rhino building propane cages to later be delivered to new sales locations.

Distribution Team Member

04/2004 to 01/2005 **Lowe's Distribution** - Cheyenne, WY

- Loaded products weighing up to 70 pounds onto trailers for delivery.
- Received, stored and shipped goods and materials.
- Reported all equipment failures and malfunctions to supervisor.
- Operated forklifts and other heavy machinery safely.
- Unloaded cargo from truck with hand trucks and pallet jacks.