

# WILLIAM WILSON

Dunlap, TN 37327

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## Professional Summary

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Dedicated professional with 16 years of extensive experience in warehouse, manufacturing, distribution, logistics, and customer service. Demonstrates exceptional skills in process improvement, dispatching, and materials handling, ensuring efficient and safe operations. Proven track record in leadership, problem-solving, and fostering a collaborative work environment, ready to drive success in a dynamic, fast-paced setting.

## Work Experience

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### **Certified Forklift Operator**

Schnellecke Logistics VW-Chattanooga, TN

November 2023 to Present

- Safely operates forklift in confined spaces, ensuring OSHA compliance and reducing accidents
- Transports goods efficiently between warehouse locations, optimizing workflow and meeting shipment deadlines
- Accurately pulls customer orders using handheld scanners, maintaining precise inventory records.
- Assisted in training new employees on safe forklift operation and warehouse procedures, promoting a strong safety culture.
- Loaded and unloaded materials from trucks or storage areas using the forklift equipment
- Verified accuracy of inventory by comparing physical counts with system records
- Efficiently stacked and arranged products or materials in designated storage areas using the forklift machinery
- Assisted in the packaging, labeling, and shipping of goods as required
- Utilized hand-held scanners or computer systems to track inventory movement accurately

### **Medical Receptionist**

Siskin Spine and Rehab-Chattanooga, TN

March 2018 to July 2021

- Coordinated patient scheduling, check-in, check-out and payments for billing.
- Checked patient insurance, demographic, and health history to keep information current.
- Maintained strict confidentiality of patient information, adhering to HIPAA regulations and medical office policies.
- Managed high call volumes, directing calls to appropriate departments while maintaining a polite and professional demeanor.
- Provided compassionate customer service, creating a welcoming atmosphere for patients and their families.
- Developed strong relationships with patients, fostering loyalty and trust in the practice's services.
- Ensured accurate record-keeping by diligently updating patient information and verifying insurance coverage.
- Coordinated specialist referrals for patients requiring additional care, facilitating efficient transfer of medical records as needed.

## **Shipping and Receiving Manager**

Ken Smith Auto Parts-Chattanooga, TN

January 2012 to February 2018

- Distributed materials and supplies to customers based on requisitions, ensuring timely delivery
- Led a team of 8, optimizing shipment processing accuracy and speed
- Conducted inventory audits, resolving discrepancies to maintain stock integrity
- Utilized inventory software for tracking and reporting, enhancing inventory control.
- Operated forklifts, lift trucks, and hand trucks to move items around warehouse.
- Prepared shipping documents and invoices, processed payments, and fielded client questions.
- Supervised warehouse staff, providing training and guidance to improve overall performance.
- Organized storage areas to optimize materials movements and minimize labor hours.
- Conducted regular audits of shipping and receiving processes, identifying areas for improvement and implementing corrective actions.
- Boosted inventory and record-keeping accuracy by conducting thorough inspections and comparing shipment contents with documentation.

## **Asset Protection Lead/inventory Lead**

Best Buy Inc-Hixson, TN

June 2008 to February 2012

- Protected company assets, reducing inventory loss through surveillance and alarm monitoring
- Authored detailed reports on internal and external theft, contributing to crime prevention strategies
- Utilized surveillance systems to identify and address suspicious activities, ensuring asset protection
- Led asset protection initiatives, implementing strategic measures to safeguard inventory and reduce losses, while fostering collaborative relationships with key stakeholders
- Spearheaded inventory management processes, optimizing stock levels and enhancing operational efficiency, resulting in substantial cost savings for the organization
- Sorted product into department locations for resupply
- Ensured shipment accuracy through meticulous oversight of product unloading, sorting, and delivery processes
- Ensured meticulous oversight of product handling, from unloading to delivery, maintaining high standards of shipment accuracy and customer satisfaction.
- Tracked and analyzed data related to inventory shrinkage, identifying patterns and trends that informed future loss prevention strategies.
- Enhanced asset protection strategies by conducting thorough risk assessments and implementing effective security measures.

## Education

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### **HIGH SCHOOL DIPLOMA**

Soddy Daisy High School

August 2000 to May 2004

## Skills

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- Mentoring and Coaching
- Shipping and receiving expert
- Materials Handling
- Quality Control

- Problem-Solving
- Inventory Counts
- Load Handling Proficiency
- Multitasking
- Process Management
- OSHA Regulations
- Stock Rotation
- SAP
- Hazardous Materials Handling
- Order picking and processing
- Forklift Operator Certification
- Rack System Familiarity
- Warehouse Supervisor Experience
- Inventory Control
- Logistics

## Certifications and Licenses

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### **Forklift Certification**

### **Pallet Jack Certification**

## Assessments

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### **Forklift safety — Proficient**

August 2024

Best practices and safety hazards in forklift operation

Full results: [Proficient](#)

### **Business math — Proficient**

September 2024

Using basic math to solve problems in a business context

Full results: [Proficient](#)

### **Customer service — Proficient**

August 2024

Identifying and resolving common customer issues

Full results: [Proficient](#)

### **Manufacturing skills — Proficient**

September 2024

Monitoring systems, reading schematics, and using tools that are commonly found in a manufacturing setting

Full results: [Proficient](#)

**Attention to detail — Proficient**

August 2024

Identifying differences in materials, following instructions, and detecting details among distracting information

Full results: [Proficient](#)

**Work style: Productivity — Proficient**

August 2024

Tendency to work quickly and efficiently

Full results: [Proficient](#)

Indeed Assessments provides skills tests that are not indicative of a license or certification, or continued development in any professional field.