

Jacob Williams

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Austin, TX 78744

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EXPERIENCE

Linn Star Transfer Springdale, AR

March 2012 - October 2013

Appliance Delivery Helper/ Installer

- Loaded/ unloaded freight and completed opening and closing procedures.
- Delivered and installed all major appliances to customer houses and vendors.
- Handled customer interactions during delivery and ensured customer satisfaction during the installation process and on the job site.
- Maintained a high customer satisfaction score.
- Navigated delivery routes.
- Consulted with corporate office to resolve appliance issues.
- Maintained a low percentage of appliance damage and customer property damage.
- Accurately completed daily route paper work and responsible for all return merchandise.

PAM Transport Tontitown, AR

June 2011 - March 2012

Driver Manager

- Implemented AS400 Computer System in order to dispatch truck drivers.
- Managed around 250 drivers/day.
- Planned and dispatched driver loads.
- Developed and navigated delivery routes.

Fedex Freight Lowell, AR

July 2006 - June 2011

Dock Associate

- Loaded and unloaded freight.
- Operated forklift and pallet jack.
- Worked directly with customers to handle orders.

EQUIPMENT

- 27' Straight truck
- Fork lift
- Pallet jack
- Dolley
- Standard tools

EDUCATION

Farmington High School

August 2002 - May 2006

High School Diploma

SKILLS / STRENGTHS

- Successful leader, equally effective as member of a team.
- Highly organized, able to multi-task and accomplish multiple objectives.
- Professional demeanor and attentive to detail.
- Driven to provide excellent customer service.

REFERENCES

Matt Branch

Warehouse Supervisor

Linn Star Transfer

5336 Hailey Ave.

Springdale, AR 72762

Phone: (479) 419-5955

Cell phone: (479) 957-1445

Chad Underdown

Warehouse Supervisor

Fedex Freight

419 S Bloomington St.

Lowell, AR 72745

Phone: (479) 770-0025

Blake Heritage

Dock Associate

Fedex Freight

130 S Hill Ave.

Fayetteville, AR 72701

Phone: (479) 973-3505