

DAVID T. WILLIAMS

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Center Manager

Known for meeting deadlines and producing timely and quality service; keen on ensuring clients are satisfied and their needs met.

- ◆ **Proven adaptability to differing cultures:** Quickly adapts to new environments and ability to communicate effectively with coordinators and outside resources while building rapport.
- ◆ **Demonstrated business acumen:** Business mind orientated with strong written and verbal communication skills. Proficient in Microsoft Office programs and thinking outside of the box.

SKILLS AND COMPETENCIES

- ◆ Self-managing
- ◆ Strong organizational, administrative and analytical skills
- ◆ Interpersonal skills and resourceful
- ◆ Positive attitude and a team player
- ◆ Ability to produce consistently accurate work even while under pressure
- ◆ Ability to multitask and manage conflicting demands
- ◆ Effective oral/written communication
- ◆ Excellent planning and organizing skills

WORK HISTORY

United Postal Service (UPS)- (March 2023 - current)

Supervisor, Laurel, Md

As an Operations Supervisor at UPS, I lead fast-moving teams of package handlers through early-morning pre-load shifts, directing sorting, loading, and truck departures while enforcing safety rules and hitting tight volume targets-keeping everything on track under pressure, training new hires on the fly, and stepping in to fix bottlenecks so packages roll out on time every day.

Key Accomplishments

- ◆ Trained and led teams of package handlers and clerks in a fast-paced warehouse environment, ensuring safe, efficient sorting, loading, and unloading of parcels during peak shifts.
- ◆ Enforced safety protocols, conducted daily briefings, and held employees accountable for attendance, productivity, and compliance with UPS standards.
- ◆ Built strong working relationships with crew and management; facilitated onboarding, group meetings and performance feedback to boost team morale and output.
- ◆ Managed resources for maximum accuracy and speed, contributing to on-time departures and customer satisfaction in high-pressure, early-morning operations.

United Postal Service (UPS)- (December 2022)

Package Handler, Laurel, Md

Compile, scan, seal, and sort various packages and place onto proper conveyer belts. Assist loading and

unloading trucks efficiently resulting in on time deliveries. Read parcel information to determine proper placement while performing duties in a high pace environment.

Key Accomplishments

- ◆ Supervisor recognition for attendance during peak hours (Dec 2022)
- ◆ Training new employees with foundational knowledge within the first 60 days of employment

LEAD AGENT/CO-FOUNDER (November 2021- current)

Travel Hatch, Odenton, MD

Coordinate transportation, accommodations, insurance, tours, and activities to traveling consumers. Deconflict scheduling and budget issues based on client needs. Handle travel issues, complaints, cancelations, and refunds. Track and provide client reminders through automated email functions.

Key accomplishments

- ◆ Started receiving clients within the first 10 days of launching
- ◆ Grossed \$11,000 in sales in 30 days as novice in the travel and tourism industry

OFFICE MANAGER/ OWNER (January 2016- October 2021)

AME TRANSPORTATION SERVICES LLC, Copperas Cove, TX

Owned and managed the day to day operations of a non-emergency medical transportation. Performed and managed all human resource actions to include: announcing job vacancies, hiring, training, payroll, running reports and disciplinary actions. Monitor expense reports and employee time cards. Collaborated with local hospitals to advocate services.

Key accomplishments

- ◆ Partner with 3 local medical clinics in less than six months
- ◆ Managed 0% turnover rate for 18 months; managing a team of 12
- ◆ Managed four insurance contracts with timely payouts

OFFICE MANAGER (January 2007- November 2014)

Trinity Home Health Care, Copperas Cove, TX

Managed front office for over 200 clients and 8 medical staff. Implemented and monitored policies and procedures while overseeing payroll and operational requirements. Handled patient calls, scheduling, and superior customer service to clients and staff.

Key accomplishments

- ◆ Zero missed client appointments for 28-month period
- ◆ Maintained 95% retention rate for staff within four-year period.

EDUCATION

HIGH SCHOOL DIPLOMA (Awarded)

Copperas Cove High School, Copperas Cove, TX

