

Bill O. Lading

Green Bay, WI 54301

920-123-4567 • bill.lading@mymail.nwtc.edu

SUMMARY OF QUALIFICATIONS

- 2+ years superior customer service experience
- Self-starter with flexibility and openness to new ideas
- Advanced technical/computer skills with the ability to use multiple programs simultaneously
- Ability to successfully handle multiple deadlines and projects simultaneously
- Highly organized with strong oral and written communication skills
- Strong work ethic and the ability to take direction in a quickly changing environment

EDUCATION

Northeast Wisconsin Technical College, Green Bay, WI

Supply Chain Management, Associate Degree

May 2024

- Related Coursework: Marketing Principles, Customer Service, International Business Practices, Transportation Management, and Economics

EXPERIENCE

Driver Support Representative

January 2023 – Present

ABC Transportation, Green Bay, WI

- Evaluate and determine pick-up and delivery appointments on assigned loads
- Proactively handle customer shipment routing requests including directions for shippers and consignees
- Develop and maintain effective customer relationships
- Track freight and perform traces when necessary to determine status of delivery
- Receive and prepare work orders

Shift Leader

McDonald's, Hobart, WI

August 2021 – January 2023

- Supervised a crew of 2 - 6 people by creating daily responsibility charts and scheduling
- Handled customer complaints and comments with ease
- Configured end of night paperwork
- Balanced cash registers and made daily bank deposits

Team Member

March 2020 – August 2021

McDonald's, Green Bay, WI

- Provided excellent customer service when taking orders in store and through the drive thru
- Accurately punched in orders and processed customer bills
- Performed cleaning duties, such as sweeping, mopping, wiping down equipment, and cleaning bathrooms
- Worked collaboratively with other team members to ensure customer satisfaction

COMMUNITY SERVICE

- **Volunteer, Red Cross, Green Bay, WI**

October 2020 - Present