

**WILLIAM C. BENNETT**  
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## BUSINESS SUPPORT | CUSTOMER SERVICE | ADMINISTRATIVE SUPPORT

Customer Service Professional with proven experience in building exceptional relationships with keen skills, high level of initiative, attention to detail, commitment to excellence and growth, and adhering to and enforcing standards and regulations. Proven ability to provide customer service in high-volume populations. Possesses a comprehensive background in administrative support, written / oral communication, client relations, customer service, and strategic-relationship/partnership-building. Experienced in effectively working with individuals of different backgrounds, and tactfully communicating with challenging customers. Proven performance in linking corporate vision with the delivery of desired results through empowerment, development, and utilization of people, processes, and technology.

### Customer Service

- Team Building
- Data Input | Analysis
- Written | Oral Communication
- Business Management
- Relationship Management
- Conflict Resolution
- ID Automation
- Territory Management

## KEY HIGHLIGHTS

- **Exceptional Customer Service:** Strong communication skills to understand customer needs and provide exceptional results. Able to communicate enthusiasm about a product, service, or concept and understands how messages affect audiences.
- **Independent and Team Player:** Enjoy collaborating with colleagues, clients, and customers, as well as completing tasks independently. Eager to motivate and inspire others to deliver their best.
- **Organized and Motivated:** Skilled in maintaining order. Able to seamlessly multi-task long and short-term priorities to generate desired results.

## PROFESSIONAL EXPERIENCE

### United States Navy | Chesapeake, VA Boatswain Mate | Team Supervisor

**2017 – 2022**

Trained 80+ sailors on naval history and customs, operational high-risk evolutions, and damage control which improved overall productivity and efficiency

- Executed routine tests for essential life-saving equipment according to company procedures
- Conducted inspections of surface preparation coatings applicable to ship structures, including primer, mid-coat, top-coat and powder coatings
- Managed cargo loading and unloading to meet schedules and keep vessels balanced
- Responded to onboard operational and medical emergencies with calm, level-headed approach
- Coordinated landing signals for helicopters on guided missile destroyer ships
- Trained and supervised personnel handling shipboard maintenance functions
- Contributed to boat operations by standing watch in lookout, helmsman and boatswain's mate positions
- Prepared for underway operations by repairing, maintaining and stowing equipment
- Determined ship course and location using celestial markers to back up navigation equipment and software systems
- Motivated and encouraged team members to communicate more openly and constructively with each other reducing conflict and increasing team cohesion

## EDUCATION

**Bachelors in Science (B.S.) | Exercise Science | Old Dominion University | *(In Pursuit)***

## TECHNICAL SKILLS

**Software:** Microsoft Office Access, Word, Excel, PowerPoint, OneNote, Outlook, SharePoint  
**Operating Systems:** Mac / Microsoft Windows