

Justin Wilson



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Norfolk, VA

PROFESSIONAL SUMMARY

A highly qualified and results-driven professional, demonstrating solid interpersonal, communication, and problem-solving skills. Adept at providing exemplary customer service, mentoring other employees, and achieving all company goals and objectives. Energetic and goal-oriented with an impressive performance record and a well-rounded background. Proven ability to build lasting relationships with co-workers, clients, and vendors. Motivated team player who is eager to contribute to customer service, team building, and organizational skills. Currently seeking a position that will utilize all skills, abilities, and areas of expertise. Confident that my skills, determination, work ethic, and positive attitude will prove to be a valuable asset to your organization.

AREAS OF EXPERTISE

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|------------------------------------|--------------------|-------------------|--------------------------|
| ■ Retail Operations | ■ Customer Service | ■ Desktop Support | ■ Onsite IT/Tech Support |
| ■ Advanced Excel and Google Sheets | ■ Troubleshooting | ■ Microsoft MPOS | ■ Quick Learner |
| ■ Graphic Design | ■ Handyman | ■ Time Management | ■ Attention To Detail |

PROFESSIONAL EXPERIENCE

Retail Associate/Shift Lead

July 2022 to Present

The UPS Store #4333, #1745, #5125, #4504 Camp Pendleton, CA; Hemet, CA; Norfolk, VA

- Spearheaded mailbox operations, such as sorting and organization, leading to prompt mail and package distribution to customers while developing strong positive connections with each customer.
- Coordinated daily operations, such as opening and closing procedures, Amazon/Happy Return Consolidations, and cash management and daily deposits, leading to improved efficiency and adherence to franchise standards.
- Developed and maintained strong relationships with key clients and boxholders, resulting in frequent return visits and high customer satisfaction.
- Demonstrated exceptional attention to detail by accurately packaging and labeling an average of 400 shipments per day, ensuring timely and error-free delivery, both commercial and residential.
- Provided excellent customer service by assisting customers in selecting appropriate packaging materials and recommending cost-effective shipping options.

Delivery Expert

May 2023 to August 2023

Domino's Pizza - Camp Pendleton, CA

- Managed 15-20 delivery orders per day at a nationally ranked location on a military installation, interfaced with customers to resolve product issues and find difficult locations.
- Optimized route planning with Google Maps to reduce delays and achieve on-time deliveries despite congested and heavy flow traffic and road work construction.
- Navigated a wide range of weather and traffic conditions safely, maintained an accident-free record, and ensured on-time deliveries for customers.
- Performed cash handling procedures, process refunds, and review orders for accuracy prior to delivery to reduce delivery errors.

Bakery Clerk

January 2022 to June 2022

Kroger - Mount Vernon, OH

- Completed a number of supply orders and helped with both cake decorating and baking.
- Offered product samples, answered questions, and helped customers find items.
- Followed proper standards for product freshness, food safety, weights and measures, refrigeration, and sanitation.
- Moved and distributed bakery supplies and products in and around the production area of the bakery using hand trucks, dollies, troughs, and rack trucks.
- Assisted customers and will properly merchandise products in display cases and price correctly according to company standards.
- Baked and packaged a variety of cakes, cupcakes, cookies, and bread as needed.

Dishwasher/Prep Cook

February 2022 to May 2022

Mazza's Restaurant - Mount Vernon, OH

- Ensured that all dish cleaning equipment and supplies were stocked properly.
- Maintained a skilled kitchen staff by properly coaching, counseling, and disciplining employees.
- Washed and stored dishes and pans as the restaurant operates, which is extremely high tempo during dinner rushes.
- Prepared food items consistently and in compliance with recipes, portioning, cooking, and waste control guidelines.
- Assisted cooks and kitchen staff with various tasks as needed, and provided cooks with needed items.
- Performed general maintenance duties, including mopping floors, washing dishes, and wiping countertops.

Office Manager/IT Support

September 2021 to January 2022

FXT Home Service Providers - Burgaw, NC

- Consulted with managers or other personnel to resolve problems in areas such as equipment performance, output quality, or work schedules.
- Coordinated or performed activities associated with shipping, received distribution, or transportation.
- Maintained and updated collections tracking spreadsheet to help organize payment information.
- Singlehandedly managed the company's accounting, scheduling, equipment purchasing, and invoicing.

- Created and managed company website and business listing on Google.

HVAC Installer, HVAC Service Technician Apprentice

April 2021 to December 2021

AirPro Heating and Air Conditioning - Burgaw, NC

- Planned the installation of new equipment, which includes planning the placement location, duct sizing and layout, and material list.
- Completed tasks on time, with integrity, and pride, to ensure the customer received superb quality in workmanship, and artisanship.
- Ensured proper combustion ventilation and drainage are properly installed to county or city inspectors' code regulations.
- Maintained and serviced HVAC systems and refrigeration equipment.
- Examined heating and refrigeration systems, air-conditioning, and air compressors for signs of defect or malfunction.

Boatswain's Mate Third Class

October 2016 to October 2020

US Navy - Norfolk, VA

- Operated and maintained equipment used in loading and unloading cargo, ammunition, fuel, and general stores.
- Repaired, maintained, and stowed equipment in preparation for underway operations.
- Handled myriad duties associated with the station's operation such as deck maintenance, small boat operations, navigation, and plotting.
- Maintained a readiness score of 97.5% and oversaw the preservation of the ship.
- Supervised lower-ranking sailors and update higher-ranking sailors on job completion status and any deficiencies that occur.

Assistant Foreman, Landscaper, General Laborer

June 2013 to October 2016

Realty Remedy - Augusta, GA

- Ensured the accuracy of work orders before handing them out and make sure that time efficiency is taken into account.
- Performed skilled maintenance and construction of buildings, structures, streets, drainage, grounds, and facilities.
- Operated machines and made sure they are in good working condition for use.
- Performed inspections to ensure that the crew's performance is up to the set standards.
- Maintained and repaired tools, equipment, and structures such as buildings, greenhouses, fences, and benches, using hand and power tools.

EDUCATION

High School Diploma

Academy of Richmond County - Augusta, GA

Currently Enrolled

Old Dominion University - Norfolk, VA

LANGUAGES

- English - Native Language
- Spanish - Intermediate Fluency (Currently taking classes)

MILITARY SERVICE

Branch: United States Navy

Oct 2016 - Oct 2020

Rank: E-4 (BM3)

CERTIFICATIONS & LICENSES

- Secret Clearance

REFERENCES

- References Available Upon Request