



WILFRED **A.** **W**ILLIAMS

willmba@gmail.com

(904) 982-2877

OPERATIONS DIRECTOR

*"**B**eautifying, **B**uilding, **B**ettering"*



AREAS OF EXPERTISE

Operations Management | Public Works | Logistics | Real Estate

PROFESSIONAL SUMMARY

VISIONARY: Innovative catalyst; improving and moving the city forward

CHAMPION: Strong advocate for revitalization, stability, and viability

PIONEER: Establish collaborative partnerships across multiple sites to increase opportunities for growth

AGENT: Gather, guide, and facilitate change with leaders and teams for organizational-wide effectiveness

SKILLS

Demonstrated Leadership | Collaborative Communication | Multi-Site Operations | Process Improvement
Problem Solving | Strategic & Critical Thinking | Qualitative & Quantitative Analysis | Risk Management
TQM | Outcomes Management | Sales & Marketing | Profit & Loss Management | Presentation & Facilitation
Negotiation | Revenue Goal & Growth Attainment | Safety | DOT & OSHA

DIGITAL TOOLS: Microsoft Office Suite - Word, Excel, Access, Outlook, PowerPoint, & Teams | Avaya
Google Platform | ADP & Ceridian Payroll Systems | Oracle Cloud | Video Conferencing (Zoom) | LinkedIn

EDUCATION

University of Phoenix | Master of Business Administration (MBA) | Jacksonville, FL

University of Phoenix | Bachelor of Science (BS) | Business Management | Jacksonville, FL

SPECIALIZED TRAINING & CERTIFICATIONS

G300 FEMA Training | ICS Incident Command Training

IS100 Intro ICS Training | IS200 Basic ICS Training

IS700 Intro National Incident Management System

IS800 National Response Framework

AFFILIATIONS

American Public Works Association | Solid Waste Association of North America

Chamber of Commerce | Kappa Alpha Psi Fraternity, Inc.

EXPERIENCE

City of Jacksonville, **Operations Director**
City of Jacksonville, **Division Chief**

2022-Present
2016-2022

OTHER RELATED EXPERIENCE

Compass Group USA, **Assistant Director**
Advanced Disposal Inc., **Operations Manager**
Premier Beverage Co., **Route Manager**

2011-2013
2006-2011
2004-2006

PROFESSIONAL HIGHLIGHTS

Transformational leader and multi-faceted professional with 20+ years of combined experience

OUTCOMES SNAPSHOT

Currently working with City Engineers on projects valued over \$250,000,000.00

Successfully negotiated a contract to save the city between \$6,700,000.00 to \$10,000,000.00 per month

Built relationships with 19 council members; increased communication by 65% for public works

CITY OF JACKSONVILLE

OPERATIONS DIRECTOR

- Skilled strategist transforming tactical plans into workable solutions and measurable outcomes in alignment with operational goals
- Assist in developing the capital improvement budget valued at \$400,000,000.00 to move the city forward in infrastructure, public buildings maintenance, traffic engineering, mowing, landscaping, real estate and solid waste
- Provide support to the Director of Public Works in collaboration with all engineering components, the city's real estate management effort, and management of the city's storm water utility program

DIVISION CHIEF

- Facilitated the divisions annual budget of over \$70,000,000.00; managed, developed, and motivated 100+ employees
- Provided financial analysis and operational insight to plan and manage the administration of all sanitation, solid waste management, and disposal activities
- Specifically, managed three disposal contracts for the collection and disposal of residential waste, one active and two closed landfills, and the collection of hazardous households and electronic waste

MILITARY: 1985-1993 | United States Army | Military Police

ACCOLADE: City Council Resolution recipient for hard work and dedication to the City of Jacksonville

HUMANITARIANISM: Feed 25 families annually for 5 years at Sulzbacher Center during Thanksgiving

ENTREPRENEURSHIP

2000-Present | Licensed Realtor | Walton Realty | Closed 50+ properties valued over \$10,000,000.00
Member of the Jacksonville Real Estate Investors Association