

WILFRED A. WILLIAMS

10962 Mandarin Preserve Dr ♦ Jacksonville, FL 32257 ♦ (904) 982-2877 ♦ willmba2011@gmail.com

PROFESSIONAL SUMMARY

- ♦ High performing leader with expertise in building/optimizing organizational processes, measurement systems and logistics to maximize business results. Skilled in recruiting and training of new hire personnel.
- ♦ Lead, direct and manage inbound and/or outbound site operations to ensure that the operations staff executes service agreements at or above the customer's expectations
- ♦ Plan and monitor daily staffing schedules and adjusts accordingly to ensure adequate staffing levels that support operational demands and business objectives.
- ♦ Ensure safety methods, practices and programs are implemented and maintained.
- ♦ Skilled strategist who transforms strategic plans into workable solutions and benchmarks performance against key operational targets/goals.
- ♦ Demonstrated achiever with exceptional knowledge of building productive teams, business practices and relationships.
- ♦ Skilled at learning new concepts quickly, working well under pressure, and communicating ideas clearly and effectively.
- ♦ Personally coach, train and mentor direct reports and provide career development opportunities through training and quality management activities.

AREAS OF EXPERTISE

Multi-Site Operations
Negotiation
Process Improvement
Cross-Functional Team Leadership
Logistics/Routing
Supply Chain

Smith System Trainer
Microsoft Office Suites (Word, Excel, Access, PowerPoint & Outlook)
Decision Maker/Problem Solving
Performance Management
Total Quality Management
Sales / Marketing

Revenue Goal/Growth Attainment
P&L Management

Safety, DOT and OSHA
Payroll
Training at all levels
Pricing Strategies
Customer service

COMPUTER SKILLS

- ♦ Avaya, Microsoft Office, Outlook, Ceridian Payroll system, ADP payroll system

PROFESSIONAL EXPERIENCE

City of Jacksonville, Jacksonville, FL March 2016 – present

Division Chief

- Manage three disposal contracts for the collection and disposal of residential waste.
- Facilitate the division annual budget in excess of \$70M
- Manage, develop and motivate staff in excess of 100 employees
- Manage one active and two closed landfills.
- Manage the collection of hazardous household and electronic waste.

Watson Realty Corp, Jacksonville, FL 2000 – present

Wilfred Williams 904-982-2877

Realtor

- Sold over \$10 million in inventory.
- Successfully closed 50+ properties.
- Sold single-family and multi-family residential properties.
- Developed sales networks through cold calling, advertising and telemarketing techniques.

Compass Group USA, Jacksonville, FL

2011 - 2013

Assistant Director

- Run day to day operations for environmental services for St. Vincent's hospital system.
- Ensure clients satisfaction with the cleanliness of the hospital
- Ensure compliance with all regulatory agencies.
- Assess safety risks in the work place develop solutions and record keep of accidents and incidents.
- Maintain a clean, professional and safe working environment by inspecting and scheduling maintenance, and ensuring that all office and warehouse equipment is properly accounted for and in safe working condition.
- Maintain Joint Commission standards and regulations.
- Payroll for hourly employees and safety training

Advanced Disposal, Inc. Jacksonville, FL

2006 - 2011

Operations Manager

- Worked directly with General Manager to meet and exceed quality, financial, and other company goals.
- Played key role in preparing a successful \$2 million budget for commercial business.
- Trained supervisors to interpret and understand productivity and other line of business reports for the commercial, roll-off, residential and landfill lines of business.
- Oversaw drivers'/operators' daily truck/equipment inspections in order to meet regulatory requirements and minimize delays throughout the entire operating system.
- Identified route productivity improvement opportunities/equipment maintenance and operation, established obtainable time goals for safety and customer service.
- Prepared corporate financial reports and supporting schedules.
- Assisted General Manager with data collection and reporting for incentive pay program.
- Key player in new start up facilities in Florida.
- Experienced in mergers and acquisitions.
- Approved the payroll of all employees under supervision and ensured compliance with DOT FMCSR/Company Hours of Service Regulations.

Premier Beverage Company, Jacksonville, FL

2004 - 2006

Route Manager

- Managed routing logistics for Jacksonville market.
- Organized and scheduled all resources required to accomplish day-to-day operational assignments.
- Managed end-of-day check-in process; capturing and communicating service, safety & transportation issues.
- Monitored employee time and attendance, minimizing overtime and ensuring drivers did not exceed limits set by regulatory agencies.
- Visited customers and work sites to evaluate & resolve safety issues.
- Worked with the warehouse staff to ensure fulfillment was completed daily.

Waste Management of Jacksonville, Jacksonville, FL

1993 – 2001

Wilfred Williams 904-982-2877

Route Manager

- Managed 30 routes per day consisting of 67k customers.
 - Resolved escalated customer related issues.
 - Ensured missed pick-ups were documented and resolved.
 - Managed 2+ direct reports.
 - Established and maintained a clean, safe work environment in compliance with WM/OSHA standards
-

EDUCATION & PROFESSIONAL ORGANIZATIONS

UNIVERSITY OF PHOENIX — Jacksonville, FL

Master of Business Administration

UNIVERSITY OF PHOENIX— Jacksonville, FL

Bachelor of Science, Business Management

WATSON REALTY SCHOOL OF REAL ESTATE – Jacksonville, FL

Licensed Realtor

Professional Organizations

American Public Works Association

Solid Waste Association of North America

Chamber of Commerce

Kappa Alpha Psi Fraternity

Jacksonville Real Estate Investors Association

United States Army