

389 William R. Carter

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Summary

Motivated and resilient young professional with 8+ years of experience developing relationships with clients and delivering value. Dependable, teachable, and assertive team-player. Valuable experience gained in management roles with 2 different Fortune 500 companies.

Qualifications

- ❖ 5+ years of sales experience
- ❖ Excellent written and verbal communication skills
- ❖ Customer Service
- ❖ Microsoft Excel and Office
- ❖ Resourceful problem-solver
- ❖ Leading others on a team
- ❖ Prioritizing most urgent projects
- ❖ Setting high standards and proactively seeking feedback
- ❖ Continual improvement mindset

Experience

Carpenter

Scarfone Contracting - Eagan, MN

January 2023 - present

- ❖ Work independently and with a team of other carpenters and subcontractors to successfully complete over 25 residential remodel jobs
- ❖ Prepare job site and initiate set up, maintenance, and storage solutions
- ❖ Communicate with clients regarding design and troubleshooting options
- ❖ Complete finish applications in wide range of areas, from tiling and trim to cabinetry
- ❖ Coordinate ordering and timely delivery of material

Executive Office Case Specialist

Wells Fargo - Minneapolis, MN

June 2020 - January 2023

Robert Half - Shoreview, MN

January 2020 - May 2020

- ❖ Independently log, investigate, and resolve 10-15 escalated customer complaints per week.
- ❖ Navigate multiple computer systems to pull information to create a record of research
- ❖ Mitigate risk by ensuring that compliance guidelines are met.
- ❖ Communicate across business groups to verify relevant details and provide accurate responses to customers.
- ❖ Identify trends in regulatory impact to establish case files.

House Painter

Merriam Park Painting - St. Paul, MN

August 2018 - November 2019

- ❖ Worked with customers to learn full specifications of each painting job.
- ❖ Carried out each job with excellence and sharp attention to detail.

Teaching Support Specialist

Our Lady of Grace School - Edina, MN

September 2018 - July 2019

- ❖ Reinforced lessons by reviewing material with students one-on-one or in small groups.
- ❖ Helped train 4th and 5th-grade students' ability to work through problems independently by utilizing critical thinking strategies.

Service Supervisor

Cintas – St. Paul, MN

February 2018 – July 2018

- ❖ Managed 8 delivery routes for uniform and facility services company.
- ❖ Oversaw a variety of customer accounts by developing relationships and providing responsive and thorough service.
- ❖ Empowered team of service representatives to acquire new business through effective communication of new product offerings and competitive pricing.
- ❖ Restructured routes to maintain most efficient and safe delivery cycles possible.

Field Supervisor/Subcontractor

Build Up Construction — West St. Paul, MN

May 2017 – January 2018

Ross Otto Construction — Minneapolis, MN

- ❖ Generated over \$50K in revenue as door-to-door sales representative in a new start-up construction business.
- ❖ Regularly conducted follow-up calls to customers to answer questions and provide further direction to home repair process.

Math Group-Learning Facilitator:

Yellow Parachute — Minneapolis, MN

October 2016 – April 2017

- ❖ Implemented data-driven lesson planning to help at-risk students at local elementary school build confidence in preparation for state standardized testing.
- ❖ Mentored 6-9 students and assisted in building study habits in math and reading.

Mission Leader:

Saint Paul's Outreach — Saint Paul, MN

May 2012 – May 2016

- ❖ Generated nearly \$100K in revenue for a non-profit organization by building ongoing partnerships with individuals and businesses.
- ❖ Worked with cross-functional groups of associates and volunteers to expand organization, realizing 60% growth over 4 years.

Assistant Manager:

Sherwin-Williams Paints — Columbus, OH

Dec 2011 – March 2012

- ❖ Successfully completed the company's management training program.
- ❖ Responsible for operations, inventory, purchasing, and financial management in the largest paint retail store in its market.
- ❖ Generated new sales leads through prospecting and cold calling.

Educational Background

◆ Bachelor of Science in Marketing:

The Ohio State University — Columbus, OH

2006-2011

- ◆ Graduate of the Mount Leadership Society Scholars Program

After having worked for 3 years in a customer-facing role with Wells Fargo, as well as 4 years spent developing financial partnerships with an outreach non-profit organization, I believe I can leverage relationship-building skills with a strategic approach to delivering value in my next opportunity. I raised over \$100k in revenue in the non-profit sector while recruiting new members to the organization in achieving 60% growth over my time as a Mission Leader. I am teachable, adaptable, and am eager to set growth targets in directly selling to innovative leaders in the financial services/tech industries.