

ANN WILLIAMS

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SUMMARY

Proficient Computer Operator skilled at establishing controls and managing daily data jobs. Hardworking professional adept at correcting routine problems and escalating major concerns.

SKILLS

- Hardware and software updates
- Log updates
- Automation support
- Security patches
- Bug tracking
- Documentation skills
- Reporting and documentation
- Quality assurance controls
- Network administration
- Equipment maintenance
- Software management
- People skills

EXPERIENCE

Computer Operator, Social Security Administration, October 2016-Current
Chicago, IL

- Produced accurate and detailed daily reports for processing and measuring progress.
- Initiated networked file transfers using FTP over public web channels and LAN-based methods.
- Input data from multiple sources and output data to various forms of physical media.
- Monitored and controlled performance of data processing equipment, providing alerts for discovered faults and discrepancies.
- Maintained composure and patience in face of difficult customer situations, applying de-escalation techniques and positive customer support.
- Kept customers informed about issue resolution progress and provided updated estimated times of resolution on ongoing basis.
- Researched, documented and escalated support cases to higher levels of support when unable to resolve issues using available resources.
- Monitored internal network performance metrics to detect system faults, alerting appropriate IT personnel.
- Produced data reports for processed assets, fulfilling required analyses of included metrics.
- Supported customers having data connectivity issues, assisting with troubleshooting steps and rebooting of hardware.
- Complete multiple projects and perform other duties such as mailroom.

Mail Clerk - Intake and Scanning Technician, Social Security Administration, SSA, July 2014-October 2016
Chicago, IL

- Operated mail processing equipment and manually sorted mail.
- Operated photocopier to print, collate and fold documents.
- Weighed items using electronic scale to calculate shipping costs.
- Stays informed daily of component activities, priorities and management guidance using available resources, e.g., Intranet and Email.
- Follow current procedures and policies (e.g., POMS, MSOM, Operations Bulletins, GLPSCs Paperless Processing Guide, etc.) to process work accurately and completely.
- Maintain an ongoing knowledge of Social Security policies and procedures applicable to completion of assigned work.
- Examines and evaluates incoming correspondence and process the material in accordance with proper procedures after batched into groups then scanned into the system.
- Confirm that Indexed documents are forward to the proper location.
- Loaded letters into automated processing equipment and maintained continuous flow when feeding letters to be sorted.
- Identified undeliverable mail and applied markups to return to sender for the Certified Mail.

General Laborer / Retail Support Contractor , Labor Ready (Walmart), March 2013-November 2013
Schaumburg, IL

- Performed repetitive assembly tasks with hand and power tools and automated equipment.
- Sorted and placed materials or items on racks, shelves or in bins to keep warehouse organized.
- Collaborated with team members to complete assigned tasks and meet tight deadlines.
- Operated pallet jacks and forklifts to load and unload supplies and materials.
- Installed bracing, padding or strapping to prevent shifting or damage to items being transported.
- Managed inventory control to reduce project lags.
- Printed shipping labels for boxes and packages.
- Maintained clean, safe working environment by removing waste from job site prior to shift completion.
- Met company and OSHA safety guidelines for work site operations to minimize worker risk.
- Loaded and unloaded daily material shipments, keeping products organized and secure to prevent damage and optimize handling.

Food Demonstrator, Advantage Sales And Marketing, November 2011-June 2013
Schaumburg, IL

- Welcomed interested people to table, offered food samples and explained details about products, including coupons and nutritional information.
- Neatly set up product demonstration area and placed information materials within easy reach.
- Observed health and hygiene standards to bolster food safety sampling by consumers.
- Promoted special deals and encouraged product purchases through effective communication and persuasion skills.
- Utilized microwave ovens and different utensils in food preparation for product demonstrations.
- Answered questions and helped customers find items while offering samples.

- Engaged customers warmly and encouraged each to try products, boosting sales of [Type] items.
- Presented informational sales presentations to potential customers to build strong, trusted client relationships and boost product sales.
- Presented and handled samples to meet merchandising standards, promotional requirements and sanitation practices.
- Reviewed product displays before and after demonstrations to check for proper product arrangement.
- Created positive and rewarding client experiences through warm and friendly customer interactions.
- Replenished product stock to maintain appropriate levels and meet expected sales demands.
- Collaborated with customer service team members to assist with product information and provide outstanding service.

EDUCATION AND TRAINING

MBA

Business Administration, Champlain College, Burlington, VT August 2018

- Completed coursework in Economics, Business Decision Marketing, Strategic Language of Business, Survey of Accounting for Managers, Managing Risk in Organizations, Leadership Foundation, and completed Capstone Project in Dog Walking.
- Certificate of Leadership Awarded on May 2018.
- GPA 3.5292 / 4.0

Bachelor of Science

Computers Science, DeVry University, Addison, IL June 1998

- Completed coursework in Computers, COBOL, C++, Database Management, JCL, Marketing, and Economics.