‍‍Louis Williams

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Education

Bachelor of arts | August 2016 | Wilmington college

* Major: Communication Arts

Skills & Abilities

* Computer Skills: Adeptly skilled in Microsoft Office and Adobe (i.e., Photoshop, Illustrator, Office, etc.)
* Communication: Great interpersonal skills as well as public speaking.
* Adaptability: Flexible and open to change: Quick learner.

Experience

Student services advisor | Northwestern technological institute | August 2020- January 2021

* Collect and maintain attendance of all students within the program.
* Connecting with students daily ensuring they are receiving a positive student experience.
* Responsible for maintaining and reporting attendance advising and probation of students to School director.
* Advise and counsel students in a wide variety of attendance, testing, class, and personal matters.

mobile sales consultant | best buy | january 2020- July 2020

* Provide personalized service and exceptional expertise for customers.
* Handle all aspects of sales including customer contracts and warranties, payments, cash, and credit card/check transactions.
* Develop, maintain, and communicate strong, up-to-date knowledge of all wireless products, accessories, phone plans and services from carriers that best buy offers.
* Provided efficient customer service by greeting customers and assisting with any products questions or concerns.

Front Desk Agent/ Assistant General Manager | Holiday inn Express Wilmington | july 2017- November 2019

* Supervise front desk staff to ensure guest are receiving the highest quality of service.
* Provide consistent and accurate service for every guest.
* Arranging staff schedule for Front desk as well as Breakfast Bar.
* Help and support to Loyalty Champion to ensure our enrollment goals are met.
* Maintaining and Managing inventory and all supplies as needed.
* Supervise the billing and cash processes to ensure compliance with company standards.
* Provide feedback to the team members on their performances and improvements.

Host | General Denver Restaurant & Hotel | MAy 2018- September 2018

* Cheerfully greet customers as soon as they walk through the door.
* Seat guests and take initial drink orders as needed.
* Provide guests with accurate wait time estimates during busy times.
* Maintain a neat, organized front house environment.
* Answer phones and schedule reservations with various parties as well as prospective hotel guests.

Montgomery County Treasurers Office | Montgomery county | October 2016- February 2017

* Aid the residents of Montgomery county concerning their real estate taxes.
* Prepare and organize mail sent in from residents regarding taxes.
* Communicate accurate and detailed information to residents regarding their real estate taxes.

 Admission Ambassador | Wilmington College | August 2013- February 2016

* Provide tours of Wilmington Colleges' campus to prospective students and their families.
* Contribute to the success of Visit Days, Open Houses, and other special admissions events.
* Be knowledgeable of programs offered at Wilmington College and accurately embody them and your experiences to prospective families.
* Work closely with admissions staff on special projects related to prospective student recruitment.

Resident Assistant| Wilmington college | February 2013- May 2016

* facilitate roommate conflicts and assist students in developing roommate contracts.
* plan hall activities and work to build a community in the residence halls.
* Create and maintain a safe and healthy community for students to live.