

Demetrius Wilson

Dothan, AL

Professional Summary

Dedicated leadership with a proven track record of driving sales growth and enhancing customer satisfaction through effective team leadership, in-depth product knowledge, and proactive problem resolution.

Willing to relocate: Anywhere

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Work Experience

Shift Leader

Waffle House-Dothan, AL

March 2025 to Present

- Thrived in a high-pressure, fast-paced work environment, managing multiple orders simultaneously while maintaining quality standards.
- Utilized clear and loud communication to coordinate with sales personnel, ensuring timely service and accuracy in order fulfillment.
- Led a team of grill operators and kitchen staff during third shift, ensuring efficient operations and high food quality.
- Quickly addressed and resolved any operational issues or customer complaints, demonstrating strong problem-solving skills under pressure.
- Maintained high standards of cleanliness and organization in the grill area, ensuring compliance with health and safety regulations.

Assistant Manager

Marco's Pizza-Dothan, AL

May 2023 to February 2025

- Assisting with procurement of inventory and supplies
- Handling employee questions
- Assisting in organizing schedules
- Taking disciplinary action
- Creating and implementing training programs
- Providing constructive feedback
- Assisting in report creation, analyzing data, and interpreting results

Gas Station Attendant/Cashier

Walmart-Dothan, AL

September 2021 to December 2022

- Customer Service attendant
- Register and cash handling
- Problem-solving with gas pump problems and demanding customers.
- I've gained inventory experience using digital work devices.

Front Desk Associate

Hampton by Hilton-Ozark, AL

November 2020 to August 2021

- Customer greetings and check-ins.
- Computer skills for guest review information.
- Technical skills to complete audits through the shift.
- Gained problem-solving knowledge through the work's programming.

Quality Inspector

The Young Turks-Los Angeles, CA

June 2018 to December 2018

- Attention to detail and misleads through software use.
- Troubleshooting and pinning any system problems.
- Maintain logs related to network functions.
- Gathering data to identify, predict, interpret, and evaluate the system software to fix customer needs.

Education

Associate's degree in Information Technology

Southern New Hampshire University - Hooksett, NH

February 2025 to Present

High School Diploma

Bonney Lake high school - Bonney Lake, WA

September 2016 to May 2018

Skills

- Linux (1 year)
- Windows
- Software troubleshooting
- Remote desktop support
- Networking Fundamentals
- Computer hardware
- Network support
- Mobile device support
- MacOS
- Active Directory
- PowerShell
- SQL

Certifications and Licenses

ServSafe