

Shemika Williams

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Profile

Motivated, personable business professional with a 7 year success rate in the audio visual industry. Talent for quickly mastering new tasks and technologies. Diplomatic and tactful with professionals and non-professionals at all levels. Accustomed to handling sensitive and confidential records. Provide support to a team of Sales Managers, to include Director, as well as challenging clientele.

Flexible and versatile. Able to maintain a sense of humor under pressure. Poised and competent with demonstrated ability to easily transcend cultural differences. Thrive in deadline-driven environments. Excellent team-building skills.

Skills Summary

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| ♦ Proficient in Microsoft Office Programs | ♦ Able to Work with Minimal Supervision and Verification |
| - Word, Excel, PowerPoint | |
| ♦ Human Relations & Communications to Include Customer Service | ♦ Able to Handle Multiple Task and Organize Office Functions |
| ♦ Extensive Knowledge of Office Equipment | ♦ Advance Knowledge of Federal Express, UPS, USPS and Other Shipping Companies |
| - Copiers, Computers, Printers, Thermal Binders, Multi-Telephone System | |

Employment History

Aug. 2013 – Present AT&T

Wire Technician

- Customer Service
- Install AT&T U-verse service
- Install and Repair AT&T Fiber

2006 – Aug. 2013 PSAV Presentation Services (Formerly Swank Audio Visuals)

Atlanta Marriott Buckhead, Atlanta, Georgia

Team Leader (2011 – 2013)

- Directly supervises and mentors team members
- Oversaw daily floor operations at base hotel and assist with set-up and service
- Evaluates equipment purchase requests and elevate for approval
- Assist in the development and training of team members
- Assist in the development of annual budgets
- Monitor revenue and expenses against budgeted and forecasted sales
- Meet personally with each Director to review the monthly financials
- Analyzes and communicates the monthly financial results with each Director
- Leads weekly scheduling calls/meetings to arrange labor coverage and maximize profitability

Georgia Tech Hotel & Conference Center and Atlanta Marriott Buckhead, Atlanta, GA

Director (2008-2011)

- Oversaw daily floor operations
- Follow and enforce inventory control procedures to prevent damage or loss
- Worked with Sale Managers to establish and meet sales revenue goals
- Negotiate vendor pricing
 - Process purchase orders for customized orders and supplies
 - Provide inventory maintenance including ordering supplies and keeping office equipment maintained
- Focus on revenue maximization and cost control, in accordance with company standard operating procedures

Hyatt Regency Atlanta, Georgia

Assistant Director (2007-2008)

- Assist with daily operations of the audio visual department, while providing office assistance for audio visual Sales Managers and other audio visual staff members
- General office duties to include, but not limited to operating computer utilizing word processing, electronic spreadsheet, and other database programs (i.e. Word, Excel, PowerPoint, Publisher and Access)
- Maintain departmental records, files, and office supplies

- Process and maintain employee time records in ADP Timesaver program

Hyatt Regency Atlanta, Georgia cont.

Assistant Director (2007-2008)

- Responsible for generating correspondence, client billing, handling shipping requests, ordering supplies, and managing multiple tasks of a busy office.
- Provide quotes for prospective clients for audio visual equipment rentals
 - Provide business equipment set-up and support.
- Prepare invoicing for clients
 - Enter, balance and reconcile billing on company billing system
- Collaborate with Director of Audio Visual in proactively capturing new business for profit center
- Focus on revenue maximization and cost control, in accordance with company standard operating procedures
- Collaborate with audio visual team, providing general office duties as needed

Education

2018-2019 Georgia Tech University, Atlanta, Georgia
Full Stack Flex

1999-2005 Fort Valley State University, Fort Valley, Georgia
Course of Study: Bachelors in Science; Electronic Engineering Technology

1995-1999 Avondale High School, Avondale Estates, Georgia
Course of Study: College Prep

Certification

- Fiber Optics Installer, FOI (2015)