WILLIAM PETROSH

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Web development and Communications Specialist

College graduate with workforce experience that focuses on a strong commitment to quality and customer satisfaction. Praised for the ability to learn company specific programs at a quick pace.

Achieves operational efficiencies without compromising customer service and satisfaction.

Consistently able to deliver mission-critical projects within budget and under the tightest deadlines. Currently looking to transition into a career in the web development field, and building up a web portfolio with projects in spare time

Computer proficient Types over 40 wpm Ticketing systems

Javascript Css Help desk experience

Customer Relations Reactjs Team Leadership/Motivation

Html5 Github NodeJS

Bachelor’s degree Data entry specialist Call center experience

CompTIA A+ Cisco finesse

PROFESSIONAL EXPERIENCE

**Cushman & wakefield,** Auburndale, MA February 2020- present

**customer service representative**- Trained to help with the company’s Verizon account and was responsible for dispatching technicians/engineers to verizon locations to fix problems ranging from high temperture issues to flooding basements with accuracy and precision. Was later trained to perform a similar task for the company’s other accounts such as Union Pacific, FedEx, and AHOLD. Was known for the ability to learn necessary account-specific programs in a timely and efficient manner, despite having to be trained exclusively from home due to the COVID 19 pandemic

**Mercer,** norwood, MA September 2019- november 2019

**Insurance agent/ customer service representative-** Was extensively trained in a multitude of different computer programs in order to assist customers in enrolling for their yearly insurance benefits, in addition to various other tasks including helping to unlock passwords, creating tickets when problems arose, and helping to de-escalate situations with unhappy clients

**Sheffield express,** Milford, MA November 2018- August 2019

**Package courier-** utilized driving and communication skills in a timely fashion in order to quickly navigate busy, traffic congested streets and communicate with customers in a quick and efficient manner in order to deliver 200+ packages a day, regardless of exterior weather conditions

**Mosquito joe,** walpole, Massachusetts June 2018 to September 2018

National pesticide company specializing in exterminating mosquitos, ticks, and other irritating insects

**Mosquito technician and data entry specialist-** fully licensed pesticide applicator required to spray insect repelling chemicals on customer properties. Later promoted to in-house data entry specialist, helping the franchise owners with managing the work orders, invoices, and charging customers credit cards on file with the assistance of various programs

**Sensei logistics,** warren, RI March 2018 To april 2018

Independant contractor based out of warren Rhode Island contracted by Fedex ground to deliver packages

**Box truck driver**- was hired by sensei logistics to load up and drive a Fedex box truck. Made roughly 75 stops per day, delivering packages that could weigh up to 50 lbs and over. Drove truck for about 10 hours a day

**Commonwealth logistics,** Milford, MA Jan 2018 to Mar 2018

Third party company contracted by amazon in order to deliver packages

**Driver**

Hired to drive a U-haul sized sliding door van in order to deliver over 200 packages

And make over 100 stops in a day. Utilized cutting edge smartphone technology in order

To scan and ensure packages were properly delivered in a prompt and efficient manner

**Papa Gino’s Pizza**, Mansfield, MA 2011 to 2017

Massachusetts based restaurant and Food Service Company.

**DELIVERY DRIVER, TEAM LEAD.**

Hired to utilize experience and expertise in food service delivery

Initiatives include: issue resolution, resource coordination/scheduling, and customer satisfaction.

**Drives and delivers initiatives and results:**

* Team builder, leader, and mentor ensuring food is delivered on-time.
* Focused on streamlining operations.
* Mentors and trains staff on corporate initiatives and soft skills.
* Aligns processes and procedures to maximize productivity.

**Bridgewater Cable Television**, Bridgewater, MA 2016 to 2016

Local Cable Television News Provider

**Spring Intern-Delivered news services for local TV station:**

* News Anchor desk reporter delivering nightly news broadcasts.
* Coordinate News reporting and information gathering.
* TV camera operator filming events on site.

**Domino’s Pizza** , Mansfield, MA 2010 to 2011

National market leader in Food Service

**Store Operations and Delivery Driver**

Fully responsible for delivering food orders on-time. Directed kitchen staff of 3; Instrumental in ensuring store operations complied with corporate policies and objectives, and managed cash operations for the store.

* Delivered food within corporate defined service levels.
* Head pizza chef.

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EDUCATION

Bachelor of Arts, Communications, Bridgewater State University

May 13, 2017

Mansfield High School 2009

PRESENTATIONS

Accomplished presenter and news reporter

TECHNOLOGY

Windows, Exchange, MS Office Suite, Teleprompter, Professional film and camera operator