

Ezra Williams

ezra.williams@mavs.uta.edu | [linkedin.com/in/ezra-williams-aa560b204](https://www.linkedin.com/in/ezra-williams-aa560b204) | Arlington, TX | (682)226-2064
| <https://github.com/erw2651> |

EDUCATION

The University of Texas at Arlington | Arlington, TX
Bachelor of Business Administration in Information Systems

Aug 2019 – Present

Tarrant County College | Arlington, TX
Associate of Arts

June 2017 – May 2019

Skills and Certifications

- Proficient with Java, Python, SQL, HTML, CSS, MatLab, Linux
- Interpersonal Communication Skills
- Relationship building
- Merchandising
- Lead Generation
- Learn New Software Quickly
- Customer Relationship Management
- Teamwork
- Account Management
- Crisis Management
- Business Development

EXPERIENCE

Cedar Hill School District | Cedar Hill, TX

June 2023-Present

IT Software Engineer Intern

- Assisting in the analysis and evaluation of software systems used within the school district to identify areas for improvement and optimization.
- Conducting thorough testing and quality assurance activities on software applications, ensuring they meet the school district's standards and functional requirements.
- Assisting in the implementation and deployment of new software systems, coordinating with various stakeholders to ensure a smooth transition and minimal disruption to daily operations.
- Collaborating with cross-functional teams to identify and address software bugs, performance bottlenecks, and usability concerns, ensuring optimal functionality and user experience.

Home Depot | Mansfield, TX

Sales Operations Supervisor

Sept 2022 – Present

- Participating in trade shows and job-site visits for new business development, building brand awareness and generating leads. Representing the company in a professional and positive manner, while also identifying potential opportunities for consulting services.
- Developing and implementing effective rental and operations strategies, ensuring proper maintenance and servicing of equipment and facilities to maximize customer satisfaction and profitability. Currently comping over 30% year-to-date and driving our damage protection metric above goal by 15%, demonstrating a strong focus on operational excellence and attention to detail.
- Leading managed accounts to comp over 25% vLY by successfully managing accounts and implementing consultative selling techniques to increase sales revenue and customer loyalty among Pro Account customers.
- Managing a team of Pro Account Sales Representatives, providing coaching, feedback, and training to enhance their consultative selling skills and increase individual and team performance. Successfully driving a \$12M business by implementing effective sales strategies and fostering a culture of accountability and continuous improvement.

Merchandising Supervisor**June 2021 – Sept 2022**

- Successfully led \$3.5M annual sales teams in Plumbing, Electrical, Paint, and Millwork departments, driving sales over 10% vLY for all areas
- Analyze sales data and market trends to identify growth opportunities and improve merchandising strategies. Incorporate customer relationship management practices to enhance customer engagement and loyalty.
- Successfully increased sundry attachment rate to over 60% and phone number capture rate to above 70% during tenure as Paint Department Supervisor, demonstrating strong sales skills and ability to lead a team to achieve results.
- Ensured compliance with all safety, security, and loss prevention policies and procedures, minimizing inventory shrinkage (~3.2% FY22) and protecting company assets.
- Conducted regular inventory checks and collaborated with buying and planning teams to ensure optimal product levels and assortment.

Inside Sales Specialist**Mar 2020 – June 2021**

- Sold over \$400,000 in sales in a six month period while training and developing new associates in products, selling techniques and company procedures
- Generated over 100 leads through outbound prospecting, including cold calling, email outreach, and social selling techniques, resulting in over \$70k in revenue.
- Acted as a subject matter expert and resource for other sales team members, providing guidance and support on sales strategies and techniques.
- Collaborated with cross-functional teams, including marketing and customer success, to develop and execute integrated sales and marketing campaigns that drove awareness and demand.

Inside Sales Associate**Mar 2019-Mar 2020**

- Demonstrated exceptional communication and interpersonal skills, establishing rapport and trust with prospects through active listening and consultative selling.
- Demonstrated exceptional customer service skills, including active listening, problem-solving, and conflict resolution, resulting in high levels of customer satisfaction and loyalty.
- Participated in store meetings and provided feedback on merchandise trends and customer preferences, helping to guide future purchasing decisions.
- Collaborated with store management to develop and implement effective merchandising strategies, resulting in a 10% increase in sales revenue during that FY.

ACTIVITIES & LEADERSHIP**Home Depot Leadership Seminar | Dallas, TX****October 2022**

- Actively participated in a rigorous Leadership Training Seminar for High Potential Department Supervisors, developing key leadership and management skills to effectively lead and motivate teams, drive operational excellence, and achieve business objectives.

Voice of the Associate Captain**July 2022-Present**

- Effectively communicating important information to a team of associates and fostering a positive and productive work environment.

Event and Merchandise Planning Captain | Mansfield, TX**June 2021-July 2022**

- Demonstrated exceptional organizational and planning skills, executing successful promotional events and optimizing product displays to drive sales and enhance the customer experience.

Hi-Potential Associate | Mansfield, TX**October 2020**

- Demonstrated a strong work ethic, a positive attitude, and a willingness to learn and take on new challenges, while consistently delivering high-quality results and contributing to the success of the team and the organization.
-