
FREDRIC MCWILLIAMS

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PROFESSIONAL SUMMARY

Enthusiastic Systems Specialist eager to contribute to team success through hard work, attention to detail and excellent organizational skills, with clear understanding of Standard Operating Procedures. As an experienced Assistant Customer Service Manager, I continue to be motivated to learn, grow and excel in System Operation's.

SKILLS

- Website management
- System upgrades
- User support
- Hardware and software installation
- Verbal and written communication
- Operating software proficiency
- Systems administration

WORK HISTORY

Systems Specialist & Tier 1 IT Desktop Support, 04/2019 to Current

Goodwin & Company – Austin, Texas

- Prepared documentation on policies and procedures for operating Operating systems used daily within the company.
- Built and provided basic end-user troubleshooting and desktop support on Windows systems
- Configured hardware, devices and basic software to set up work stations for employees.
- Compiled data and reviewed information for accuracy prior to input.
- Obtained scanned records and uploaded into database.
- Completed data entry tasks with accuracy and efficiency.
- Outlined appropriate processes and procedures to fulfill and complete inquiries.
- Assisted various departments with change by communicating new improvement plans and expectations.
- Enhanced operational efficiency and reduced labor expenses by developing and optimizing standard practices & Procedures.
- Encouraged and promoted ideas aligned to business needs and benefits.

Operations and Inventory Specialist, SixPackAbs, 02/2016 to 03/2019

Mike Cheng LLC – Austin, Texas

- Managed day-to-day operations of external warehouse, including freight and parcel shipments, returns and transfers.
- Completed scheduled inventory counts and report low inventory counts to Senior Management.

- Manage return inventory processes and communicate those to the customer support team to resolve issues quickly and efficiently.
- Manually process all return and refunds charges through approved accounting outlets.
- Trusted to access and manage company funds for return and refund processing, submitting orders and managing shipping.
- Verified contents of inventory loads against shipping papers.
- Addressed customer complaints and requests by resolution or escalation.
- Performed data entry and ensured completion of proper paperwork.
- Managed a customer support team of four individuals in Columbia, an internal team of nine onsite.
- Manually export data from Salesforce into Excel format and verify continuity and accuracy.

EDUCATION

Bachelor of Business Information Systems: Business, 12/2015

San Jacinto College District - Pasadena, TX