

Wesley Williams

Off-Site Events Manager

New York, NY 10037

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Work Experience

Off-Site Events Manager

Goodwall

August 2018 to December 2018

Lead and organized team in charge of off-site events with focus on recruiting

- Managed a team of 10 to meet highest enrollment metrics
- Facilitated daily events across multiple college campuses in the tri-state area

Business Development Manager

Supersmile/Petsmile - Los Angeles, CA

October 2016 to August 2018

Lead and organized team in charge of off-site events such as Westminster Dog Show

- Opened and maintained wholesale accounts throughout New York, Los Angeles, Chicago, and Hawaii
- Traveled nationwide as brand ambassador with focus on sales growth and networking
- Managed all customer facing platforms

Care Counselor

Community Health Plan of Washington

January 2014 to September 2016

Managed a team of 7 with lowest SVC (service volume calls) rating.

- Processed State member/Medicare member materials requests, Children's First Well Child/Prenatal forms, language translation, Braille, and large material requests
- Coordinated services to identify alternative options and educate members about resources available to them with a focus on advocacy, assessment, and coordination of care between multiple providers and the member

Sales Manager

Nike Town - Seattle, WA

August 2010 to February 2014

Managed a team of 10 while maintaining low turnover and brand identity

- Set team standards for exceeding daily sales goals, provide legendary customer service
- Actively engaging in community programs and partnerships throughout Seattle to promote health and fitness for children

Enrollment Counselor

University of Phoenix - Phoenix, AZ

March 2008 to May 2009

Played a lead role in international student enrollment and retention

- Explained University policies and counseled students on financial aid options
- Advised students on impact of enrollment status in regards to any financial options and obligations

Enrollment Specialist

Money Management Int - Phoenix, AZ

November 2005 to January 2008

Noted consumer accounts, screened initial calls from prospective clients, obtained and entered client's

personal and financial info and transferred info to a counselor

- Maintained accuracy in all data entry consistent with acceptable quality standards
- Ensured accuracy in capturing of client information, referral codes, product codes and the Direct Intake Referral Screen

Education

Bachelor's Degree in Communications in Communications

Arizona State University

June 2003 to June 2007