Jonathan Edward Wilson

Customer Account Specialist

EDUCATION

Associate of Business Information Technology

University of Cincinnati at Clermont

2016 - 2018

Deans List Recipient

Bachelor of Technical & Applied Studies

University of Cincinnati

Expected in 2023

EXPERTISE

Microsoft Access

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Microsoft PowerPoint

Microsoft Project

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Adobe Photoshop & Illustrator

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HTML Coding

SKILLS

- ✓ Various Microsoft Applications
 - Word, Excel, Access,
 - PowerPoint & Project
- ✓ Adobe Software
 - o Photoshop & Illustrator
- ✓ HTML Coding
- ✓ System Administration
- ✓ Leadership
- ✓ Negotiation
- ✓ Customer Service
- ✓ Time Management
- \checkmark Organized
- ✓ Certification: Server Pro May 2018
 - Installation and Configuration of System Administration

REFERENCES

Provided Upon Request

PROFILE

While balancing school full time and working full time, I gained many leadership skills which include working in fast paced environments, time management as well as strong communication skills & business writing skills. These skills help me excel in any work setting and my ability to learn quickly allows me to perform well with an array of different positions or tasks. For the past three years, I have dedicated my time to developing a strong knowledge in the Logistics Industry and providing high quality customer service 24/7/365. My drive and passion have since led me to finishing my bachelor's degree and hopefully pursing graduate studies soon after.

PROFESSIONAL EXPERIENCE

Customer Account Specialist – Total Quality Logistics

October 2018 – Present

I started my journey at TQL as a trainee, passed proving ground within just 4 weeks of sales, and went on to build my own book of business along with achieving other accomplishments:

- Established customer relationships
- Learned the ins and outs of the Logistics Industry
- Integrated the change from the standard cold call into a warm introduction
- Learned the importance and art of closing a sale
- Strengthened and mastered my negotiation skills
- Learned how to have hard conversations with all customers
- *Charlie Hustle Award* December 2018
 - Recipient of the award demonstrates hard work, strong leadership skills, and consistently on top of the leader board as a trainee for that month

After building up my own book of business, I was recruited internally for a position that would allow me to help other brokers build up their larger accounts. I was soon promoted to Customer Account Specialist of Whirlpool after being recognized for my talents with account penetration. I have spent the past 2 years helping a senior broker build the Whirlpool account while overseeing a small team of operations.

Lead, Cook – LaRosa's

August 2013 – October 2018

I started at La Rosa's when I was a sophomore in high school, working almost a 40-hour work week while managing a full schedule — I mastered time management. I was appointed leader of the kitchen within a year of service along with overseeing the following duties:

- o Preparing customer satisfied meals while abiding by food safety protocols
- Work efficiently with a group of team members
- > Manage and oversee those team members
- Keep work area clean and organized
- o Train and onboard new members to the team
- Prepped and prepared daily operations

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