

James Wilson

Customer Service/ Sales professional

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Professional Summary

Experienced Customer Service professional

Solid work history

Experience in management and marketing

Work Experience

FedEx Delivery Driver

Terranova logistics llc | Madison, AL

Load vehicles for delivery. Inspect vehicles for DOT compliance. Deliver and pick up packages, some time sensitive. While safely operating company vehicles.

Shuttle Driver

ROAD & RAIL SERVICES | Madison, AL

January 2025 to November 2025

3rd party service for MTM. Responsible for driving vehicles off the assembly line to assigned location for transport. In addition to checking for defects and damage to vehicles.

Bartender/Server

Agave & rye | Huntsville, AL

October 2021 to December 2024

- Trained new servers on restaurant policies, procedures, and customer service standards to ensure consistent quality of service
- Participated in monthly team meetings to discuss new promotions or menu changes
- Maintained cleanliness and organization of the bar area, ensuring compliance with health and safety regulations

Server/Bartender

Poppy & Parliament | Huntsville, AL

April 2021 to October 2021

Greet guests and upsell menu options.

Provide wine suggestions & Bottle service

Run food take payments and make change

Reset tables and side duties.

Pour beer and simple cocktails

Bartender/Server

Buffalo Wild Wings | Huntsville, AL

February 2019 to April 2021

Greeting guests,taking food and drink orders. Closing bar/dining responsible for assigning and Checking side work.

Server

Cracker Barrel | Huntsville, AL

December 2017 to January 2019

Highest sales totals for 3rd and 4th Quarter.

Closing server, responsible for assigning and Checking side work.

Server

Golden Corral | Huntsville, AL

February 2017 to September 2017

Greet customers and refill beverages. Clear and clean tables/sections, and reset for next guests. Side work including servicing drink station and cleaning of dining area.

Night Auditor

Quality Inn | Madison, AL

January 2016 to January 2017

Check front office accounting records for accuracy, summarizes and compiles information for the hotel's financial records. Track room revenue, occupancy percentages, and other front office operating statistics.

Prepare a summary of cash, check, and credit card activities, reflecting the hotel's financial performance for the day. Posts room charges and room taxes to guest accounts including guest transactions not posted during the day by the front office cashier.

Key Holder /Department Manager

Burlington | Huntsville, AL

April 2015 to May 2016

Key Holder. Responsible for opening and closing the store. Preparing and verifying safe and cash deposits. Handling escalated customer complaints, and providing support for front and back of house employees. Lead committee to assess and improve work environment for store employees.

Production Director/ On-air Personality

Stroh Communications | Huntsville, AL

October 2008 to February 2014

Night personality and Morning show producer. Promotional planning and execution, and responsible for all commercial production.

On-Air Announcer

Flinn Broadcasting | Memphis, TN

May 2006 to June 2008

On -air personality

Weekly night shift, promotional execution, and responsible for representing the station at remote and live broadcasts

On-Air Announcer

Next Media | New Bern, NC

April 2003 to January 2006

Morning Show Producer/ On-air personality

Weekly remote broadcasts, promotional planning and execution, and commercial production.

Education

Computer Science (Associates)

Calhoun Community College
January 2015 to Present

General Studies

Highland Springs High School
September 1998 to June 2001

Broadcast Journalism (High school)

Highland Springs Technical School
September 1999 to May 2001

High school diploma or GED

Upper secondary education

Some college

Skills

Basic math Cash handling Customer relationship building Social media strategy Manufacturing
Public Speaking Sushi FIFO Negotiation Office Administration Financial analysis Analysis
skills Restaurant experience Bartending Organizational skills Ceridian Childcare Phone
etiquette HVAC - HVAC experience (Less than 1 year) Editing Driving Microsoft Excel Restaurant
Server Cost estimates Nightclub Marketing Management Experience Social media content
creation Soccer Organizational Skills Communication skills Content editing Hotel experience
Mechanical knowledge Microsoft Word Upselling Video production Sales Fast learner Mobile
devices Windows Serving Content writing Writing skills Social media management Banquet
experience Relationship building Financial services Outside sales Team development Content
scheduling Content creation English Teamwork Fine dining experience Time management
Planograms DOT (Department of Transportation) regulations Microsoft Outlook Technical
Proficiency Performing as a DJ Cash register General management Technical support Customer
Service Computer skills Fraud prevention and detection Computer Networking Customer service
Client interaction via phone calls Order picker Multimeters EPA

Certifications and Licenses

EPA Certification

EPA 608 Technician Certification

Driver's License

Additional Information

Skills

- Ability to communicate with persons inside, and outside the company.
- Ability to work in a team structure.
- Ability to make decisions and solve problems.
- Ability to plan, organized, and prioritize work.
- Ability to analyze, interpret, and apply research data.