

William Nembhard

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5325 Ogden Street, Philadelphia, PA 19139

Education

Champlain College, Burlington, VT

Pursued Bachelor of Science in Game Programming

High School Mastery Charter Shoemaker, Philadelphia, PA

High School Diploma - June 2012

Work Experience

Shipping Representative February 2017 – March 2018

Elegant Lighting – Philadelphia, Pa

- Syteline ERP (Inventory management, database corrections, customs documentation, ensured order accuracy)
- Pacejet / FedEx Ship Manager / Ups WorldShip (Order tracking, label creation, pricing quotes, freight)
- Schedule UPS/FedEx express or ground pick ups
- Filed claims for damaged packages
- Freight & LTL (Quotes, label creation, scheduling, bill of lading)
- Trained 4+ shipping representatives & wrote a Shipping Guide

Consumer Recruiter Temporary 2016

Focus Pointe Global – Philadelphia, Pa

- Screened potential focus group participants
- General data entry(client tracking, updating profiles/availability)

Gaming Support & Service Representative September 2015 – June 2016

Sutherland Global Services/Cloud Source – Work at home

- Accounts and Billing (subscriptions, past due balances, payment instruments, account/ password recovery, new customer setup, etc.)
- Hardware troubleshooting(audio/video, minor networking, software updates, fixing misc. software issues)
- Data Entry(Issue tracking, account registration, daily stats)
- Product Promotion (trade in program, first party referral)

Desktop Support Temporary 2015

Revspring – Oaks, PA

- Assorted PC Tasks

Remote Service Technician June 2014 to January 2015

Support.com – Work at home

- Level 2 Technical Support
- Home Networking troubleshooting
- Network configuration and setup
- General PC troubleshooting

Data Entry & Transfers Department January 2014 to April 18st 2014

David's Bridal – Philadelphia, PA

- General data processing, input & logging
- Phone transfers of merchandise
- Transfer logging

Office Assistant September 2012 to December 2013

Admissions & Registrar's Office, Champlain College

- Handled registration, scheduling, and other data entry using Datatel administrative software
- Processed incoming students and transfers
- Maintained and corrected errors in student database
- Filing, labeling and other mail duties