

WILLIAM GRAY

MANAGEMENT / CUSTOMER SUPPORT

CONTACT

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 www.wgray.com

EDUCATION

BACHELOR OF ARTS STUDIES
Hospitality Admin & Management
University of North Texas

EXPERTISE

- Toast POS Customer Advisory Board 2021-2022
- MCDST Microsoft Certification - Microsoft Competitive Market Positioning
- CompTIA A+ Certification - Computing Technology Industry Association
- Certified Professional Heavy Truck Driver - U.S. Department of Labor (OSHA)
- Master Scuba Trainer - PADI

COMMUNITY ENGAGEMENT

- Tennessee Wildlife Resource Agency
- Middle Fork Greenway Expansion
- Samaritan's Purse Project Christmas Child
- Blowing Rock NC Chamber of Commerce Member

PROFESSIONAL PROFILE

Dynamically driven Business Manager and Customer Service expert with a remarkable 30-year track record of success in leadership roles spanning various industries. A creative problem-solver, consistently delivering outstanding customer satisfaction that fuels robust business expansion. Fusing entrepreneurial spirit with astute business acumen to make sound decisions. Skilled in cultivating and guiding high-performing teams, consistently surpassing goals, and performance benchmarks. An engaging professional adept at fostering brand loyalty through unwavering commitment to exceptional customer support.

EXPERIENCE

CUSTOMER SERVICE

Department of Motor Vehicles | Harrisonburg, VA | 2023 - Present

- Customer service representative providing exceptional service for customer needs to achieve organization's overall mission of "superior service - secure credentials - saving lives" for a customer base of approximately 6.2 million licensed drivers and ID card holders in Virginia.
- Strategic growth plan for development in the organization via online and classroom training sessions and achieving the knowledge to support the states vision of being Virginias most trusted service provider.

PROPRIETOR & MANAGING PARTNER

Speckled Trout LLC | Blowing Rock, NC | 2019 - 2023

- Oversee daily operations of casual-dining restaurant to revive unprofitable business performance with innovative marketing strategy and entrepreneurial mindset, triggering 66% sales growth year over year
- Revamp operational efficiencies by improving overall menu development, reducing production time by 36%, streamlining BOH labor to 21%, and controlling waste to 96%
- Mobilize business growth plans, guest relations, employee development, and community service initiatives to save and optimize costs
- Developed growth strategies to streamline business operations by implementing technology growth plan and implementing network, hardware and software solutions for streamlining and stability of operations.
- Analyze competitor market trends to develop operating growth strategies
- Continuously recruit and develop new talent to support achievement of P&L goals and customer service objectives
- Designed, developed and implemented human resource policies, procedures and training aids to simplify and enhance training process
- Provide continuous learning opportunities encouraging employees to facilitate a consultative sales approach and recommend relevant offerings to boost revenue

WILLIAM GRAY

TECHNOLOGY / MANAGEMENT / CUSTOMER SUPPORT

MILITARY

UNITED STATES ARMY & ARMY NATIONAL GUARD

Nashville, TN

E4 | 1985 – 1987

Honorable Discharge

Armored Calvary Unit (ACU)

Supply 76Y

- Military protocol & readiness
- Supply management
- Disperse armament, munitions & squad supplies
- Quick problem solving
- Efficient resolution management

CUSTOMER SERVICE AWARD

Top 5 % Satisfaction Ratings

AWARDS

2021 BUSINESS OF THE YEAR

Speckled Trout Restaurant

Blowing Rock Chamber of Commerce

CUSTOMER SERVICE AWARD

Top 5 % Satisfaction Ratings

Dell, Inc

SALES AWARDS

Top 5% Sales Representative

Top 10% Sales Representative

Dell, Inc.

PROFITABILITY AWARD

Top 10% Outback Steakhouse

OSI Restaurant Partners, LLC

REFERENCES

Erica Brinker

Co-Owner, The Speckled Trout

704.575.5206

erica@thespeckledtrout.com

Justin Cox

Director of Training, Wilson Logistics

417.447.0292

justin@wilsonlogistics.com

EXPERIENCE CONTINUED

PROJECT MANAGER & WEB DEVELOPER

enCompass Agency | Cornelius, NC | 2014 - 2017

- Translated conceptual designs and wireframes into high efficiency code utilizing, HTML, PHP, CSS, and JAVA
- Communicated with cross-functional departments for business needs and client development
- Reviewed project budgets to resolve discrepancies, gather requirements, and optimize distribution of clients product
- Developed client site maintenance program to insure 99.9% uptime while implementing security and code updates as industry standards evolved
- Maintained alignment with client expectations and maximized outreach potential by vetting content strategies
- Streamlined existing website and integrated SEO techniques to vastly improve the user experience, resulting in client business growth and high conversion ratings

SENIOR TECHNICAL SUPPORT & SALES CONSULTANT

Dell, Inc. | Nashville, TN | 2007 – 2014

- Instituted preventive measures to ensure comprehensive network, system, data availability and integrity
- Successfully preserved the integrity and security of data, reports, and access by strategically implementing new policies, technical procedures, and standards
- Encouraged team members to take ownership, maintain clarity in processes, and collaborate to consistently deliver superior customer service, resulting in Top 5% customer satisfaction rating
- Drove new sales initiatives resulting in Top 5% and 10% rankings in consumer sales for small to medium business division
- Consulted with strategic management team to resolve discrepancies and create effective solutions

ADDITIONAL EXPERIENCE

Restaurant & Customer Service Manager | 2000 – 2007

OSI Incorporated | Outback Steakhouse | Dallas, TX & Nashville, TN

Food and Beverage Director | 1992-1995

Bristol Hotel Company | Harvey Hotel | Plano, TX

Business Owner | 1995-2000

Gray MFG | Williamsburg, NM