

# Ja'Von G. Williams

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## Education

**MBA** **May 2017**  
American International College, Springfield, Massachusetts

**Bachelor of Science** **May 2016**  
**Major:** *Business and Sports Management*  
American International College, Springfield, Massachusetts  
**Related Coursework:** Microeconomics, Business Organization, Marketing

**High School Diploma** **May 2012**  
Bishop Maginn High School, New York

## Work Experience

**Customer Service** October 2017- Present  
Maximus, Albany New York

- Call Center Operator
- Healthcare Advisor
- Address Customer Inquiries

**Customer Service** August 2017- Present  
*Afrims Sports, Latham, New York*

- Responsible for organizing daily schedules
- Managing Phone Systems.
- Dealing With Customers

**Relief Staff** March 2017-May 2017  
*Gandara Center, Springfield, Massachusetts*

- Responsible for overseeing Children.
- Managing activities with children daily.
- CPR Certified
- Behavior Specialist

**Party Advisor** 2009 - 2015  
*Afrims Sports, Latham, New York*

- Responsible for organizing daily parties.
- Managing multiple activities with children and adults.
- Leading different activities with groups of people.

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## **Telecommunications**

State University of New York Albany

Summer Intern 2014- 2015

- Network Installation, Voice and Data Network Programming
- Reprogramming Circuits
- Troubleshooting

## **Student Counselor**

2007 - 2010

*Siena Summer Camp, Latham, New York*

- Educated and guided children of different ages.
- Assisted with group leadership activities.
- Assisted with child development of social skills.

## **Skills & Abilities**

- Experienced in Microsoft Office
- Research Capabilities
- Multiple forms of Business Communications
- Leadership Skills
- Telecommunications
- Sports Management
- CPR Certified
- Website Development
- Accounting and Finance
- Child Counseling
- Healthcare Guidelines
- Customer Service