

# ADRIAN WILLIAMS

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## Education and Certifications

### FULL SAIL UNIVERSITY

MFA, Creative Writing, (*Expected Dec 2022*)

Graduate Certificate, Digital Marketing

Google Analytics Individual Qualification

Winter Park, FL

May 2021

### INDIANA UNIVERSITY OF PENNSYLVANIA

BA, Theatre, Musical Theatre

Indiana, PA

May 2020

### BEDFORD HIGH SCHOOL

High School Diploma

Bedford, PA

June 2016

## Experience

### IBEX Global

*Customer Service Agent*

Pittsburgh, PA

January 2022 – Present

- Responding to telephone and email inquiries with expertise, adaptability, and empathy.
- Use effective critical thinking skills to solve various security and privacy issues on customer accounts.
- Maintaining an accurate record after customer resolution in accordance with State and Federal regulations.

### Jig Conductor, LLC/ Sony Productions, LLC

*Production Assistant (Day Player)*

Pittsburgh, PA

August 2021 – October 2021

- Coordinating a range of technical and administrative activities including managing errands and supporting production team.
- Ensuring the integrity of shot by securing key areas.
- Effectively followed and implemented COVID Policies and Guidelines while on set

### Community Options

*Coordinator of Program Services*

Indiana, PA

July 2020 – July 2021

- Conducting new hire interviews and onboarding.
- Preparing statistical reports representing hire and retention data.
- Assisting individuals with disabilities with daily needs including medications, home care, appointments, and leisure activities.

### Office Aide

*IUP Theater and Dance Office*

Indiana, PA

August 2016 – May 2020

- Utilized word processing, spreadsheet, database, and design software (InDesign) to prepare programs, compile information, and send outgoing correspondence via mail service.
- Answered incoming telephone calls with knowledgeable responses and transferred calls accordingly
- Retrieved and delivered financial correspondence to various offices and entities on campus
- Distributed incoming mail to designated recipients

\*References available upon request