

# CARLOS A. WILLIAMS JR.

Writer

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## Education

**B.F.A., Creative Writing for Entertainment**

Full Sail University

**December 2016**

Winter Park, FL

## Skills

- Writing
- Microsoft Office Suite
- Final Draft
- Final Cut Pro
- SEO Optimization
- Social Media Content Writing
- Quality Driven
- Technical Writing
- Collaborative
- Leadership
- Critical Thinking
- Editing
- Transmedia Content Creation

## Work Experience

**Claims Support Representative**

National Auto Care

**March 2016 – Present**

Jacksonville, FL

- QC and review of claim documents en route to the processing department
- Assists with management of call volume during peak periods or instances of understaffing

**HR Analyst**

Northgate Arinso

**2015 – 2016**

Jacksonville, FL

- Reviewed and edited process guidelines and benefit procedure manuals via the company intranet
- Inbound/Outbound HR Support for established corporate clients
- Arrangement and application of training procedures for new-hires

**Senior Customer Service – Cancellations**

Allstate Dealer Services (ADS)

**2008 – 2014**

Jacksonville, FL

- Point of contact for product cancellations for clients on all products underwritten by ADS
- Individual Contributor for the monthly newsletter
- Created and revised Request for Proposals (RFP's), process manuals and other technical documents
- Creation of informational and marketing materials
- Created and edited promotional and in-app content during the launch of the Allstate Roadside App, now known as Allstate Motor Club for iOS