
ZAC ILES

Springdale, AR 72762 ♦ 479-283-0337 ♦ zacharyiles97@gmail.com

PROFESSIONAL SUMMARY

Well-organized Capacity Representative with a high degree of adaptability and superior performance in fast-paced Logistics environments. Thrives in difficult situations and high-speed environments along with being precise and retaining high efficiency in Capacity Procurement and Billing. Offers exemplary communication, forward-thinking and multitasking abilities.

SKILLS

- Critical thinking
- Communication
- Ability to work under pressure
- Decision making
- Adaptability
- Computer programming
- Problem-Solving
- Leadership
- Microsoft Office
- Organization and Time management
- Billing Systems and Software
- Recruitment
- HTML5
- CSS
- JavaScript
- Git

WORK HISTORY

Capacity Procurement Representative, 03/2022 to Current

J.B. Hunt – Lowell, Arkansas

- Managed procurement requests and acted as point-person for customers on logistics, hardware and software needs.
- Identified new and more cost-effective suppliers through participation in industry networking events, purchasing advantageous packages and cutting costs.
- Collected data to complete detailed financial reports for management.
- Completed and processed average of 60 billing sheets and customer invoices each quarter.

Driver Recruiter, 07/2021 to Current

JB Hunt Transportation – Lowell, AR

- Completed human resource operational requirements by scheduling and assigning employees.
- Collected and analyzed information to monitor compliance outcomes and identify and address trends of non-compliant behavior.
- Used critical thinking to break down problems, evaluate solutions and make decisions.
- Exceeded goals through effective task prioritization and great work ethic.

- Partnered with departmental managers to ascertain hiring needs and subsequently provide candidate recommendations.
- Managed over 75 potential driver calls per day to increase networking and hires for each month

Onboarding Specialist, 03/2021 to 07/2021

JB Hunt Transportation – Lowell, AR

- Delivered friendly assistance with new hires throughout interviewing and hiring process.
- Developed and implemented performance improvement strategies and plans to promote continuous improvement.
- Proved successful working within tight deadlines and fast-paced atmosphere.
- Eliminated downtime and maximized schedule to hire ratio by providing top quality control and time management.
- Analyzed and modified compensation and benefits policies to establish competitive programs and comply with legal requirements.
- Prepared monthly, weekly and daily logs using Microsoft Office Suite.
- Completed human resource operational requirements by scheduling and assigning potential drivers.
- Completed over 30 follow up calls per day to keep driver engagement and re-sell on position to maintain pipeline.

Resolution Specialist III Health and Wellness, 07/2019 to 05/2020

Walmart Home Office – Springdale, AR

- Used Microsoft Word and other software tools to create documents and other communications.
- Collaborated with team members to achieve target results.
- Drove operational improvements which resulted in savings and improved profit margins.
- Led projects and analyzed data to identify opportunities for improvement.
- Increased customer satisfaction by resolving issues.
- Resolved conflicts and negotiated mutually beneficial agreements between parties.
- Handled 50 calls per day to address pharmacy concerns with patient medication along with provider claims for patients to expedite system issues and claim issues.

Resolution Specialist II Human Resources, 04/2019 to 07/2020

Walmart Home Office – Springdale, Arkansas

- Assisting Walmart And Sam's Club facilities with the background check portion of the hiring process. Assigning and tracking criminal background checks for current and potential associates. Utilized multiple vendor and internal sites for verification of sensitive information such as: Criminal background checks, social security numbers, birthdates and addresses.

Accomplishments -

- Established a role as a Subject Matter Expert who performs in difficult situations along with difficult questions or concerns. I am currently skilled in PTMT, Pathways and GTA.
- Assisted management in screening potential employees increasing efficiency in day to day operations.

Shift Leader, 08/2015 to 04/2019

Tropical Smoothie Cafe – Springdale, Arkansas

- Verified employee compliance with facility housekeeping, safety and sanitary requirements to protect team members and customers
- Maintained composure and level-headed mentality during challenging situations to best resolve situations and serve business needs
- Trained and supervised team members to maximize performance and meet daily goals
- Monitored employee performance and safety, conducting retraining to correct problems and optimize productivity
- Complied with all company safety procedures, policies and regulations to promote safe working environment
- Assisted with ordering items and produce to ensure service entailing safe products for customers and maintaining correct inventory

Accomplishments -

- Established a role as an hourly manager who assisted with inventory and running the store under pressure and diffusing difficult situations.
- Prepared shift summary reports for supervisor and communicated regularly on goals and progress
- Delivered superior training and leadership to teams to boost performance and help team members achieve performance targets
- Trained new employees and delegated daily tasks and responsibilities

Restaurant Crew Member, 06/2014 to 10/2014

Dickey's Barbecue Pit – Springdale, Arkansas

- Completed opening, closing and shift change tasks to ensure the store was running efficiently
- Worked with food service team members to handle every customer need
- Utilized approved food recipes and production standards to ensure proper quality, serving temperatures and standard portion control to ensure a safe work environment
- Resolved customer concerns and relayed relevant information to my supervisor
- Maximized customer satisfaction by quickly addressing and resolving complaints their food or service provided

Restaurant Crew Member, 08/2013 to 10/2013

Wendy's – Springdale, Arkansas

- As a Cashier for Wendy's I maintained high productivity by efficiently processing cash, credit and debit payments for customers
- Worked closely with staff to assist customers
- Completed tasks such as customer orders, stocking and cleaning quickly and accurately
- Upheld high standards of productivity and quality in all areas of operations such as front of house and back of house
- Reacted calmly and efficiently in emergency situations
- Handled escalated customer complaints to provide full resolutions and promote excellent customer

service

- Entered orders into computer system to send order details to kitchen, mentioning customers' special requests and keeping allergens in mind
- Identified unacceptable work and materials and corrected problems independently to ensure effective operations

EDUCATION

High School Diploma: 05/2016

Har-Ber High School - Springdale, AR

I obtained my high school diploma with Har-Ber High School where I engaged in multiple extracurricular activities including: Theatre, Music Theory, and Literature.

Associate of Science: Psychology

NorthWest Arkansas Community College - Bentonville, AR