



Marcus Williams Jr.

CONTACT

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SKILLS

- Communication
- Team Building
- Facilities Management
- Airline Management
- Intermediate-Level Spanish
- Innovative Merchandising
- Conflict-Resolution
- Client Rapport
- Collective Bargaining Agreements (CBAs)

EXPERIENCE

SOUTHWEST AIRLINES | 2019-PRESENT

ASSISTANT STATION MANAGER (OPERATIONS MGR.) SLC - SALT LAKE CITY, UT | MAY 2024-PRESENT

- Maintain Ground Operations Standards by Leading 10 Above-Wing Customer Service/Ops Supervisors
- Coordinate 400+ vendor Employees of skycaps and Passenger Service Agents (wheelchair pushers)
- Responsible for hiring, training, and retention of Customer Service and Operations Agents
- Designated Ground Security Coordinator (GSC) and Complaint Resolutions Official (CRO)
- Enforce safety procedures and protocols compliant with the FAA, TSA, CBP, and Southwest

DUTY SUPERVISOR & CUSTOMER SERVICE/OPERATIONS PVD - WARWICK, RI | OCT 2020-APR 2024

- Lead small-station size of 80+ employees in the absence of Station Manager (JUN-NOV 2022)
- Liaison for local airport tenants, operations, police, and TSA and SWA Network Operations Control
- Created schedule bids for 80+ agents across two Collective Bargaining Agreements (TWU, IAM)
- Oversaw daily operations of Ramp, Operations, and Customer Service departments (10-20 departures)
- Analyzed and promoted healthy Key Performance Indicators (KPIs) across on-time performance, baggage handling, customer service, and injuries

EMERGING LEADER DEVELOPMENT PROGRAM FLL - FORT LAUDERDALE, FL | JUL 2019-SEP 2020

- Participant of Cross-Training Leadership Program: **Provisioning Supervisor** (JUL 2019-JAN 2020), **Ramp Supervisor** (JAN-JUL 2020), **Customer Service/Operations Supervisor** (JUL-SEP 2020)
- Coordinated flight activity as Ramp Supervisor in the Station Command Center (60-120 departures)
- Supervised 150+ agents daily and upheld standards for on-time flight performance
- Promoted and created cost-savings plans across multiple departments in Ground Operations

MACY'S - BEL AIR, MD | 2018-2019

EXECUTIVE SALES MANAGER: WOMEN'S CLOTHING, SHOES, FINE JEWELRY | DEC 2018-JUL 2019

- Total multi-department sales volume responsibility of \$10 million annually
- Lead inventory for women's clothing, shoes, and fine jewelry end of FY18
- Developed in-store events & fashion shows to promote Community Outreach
- Responsible for securing sales areas as a key holder

EXECUTIVE SALES SUPERVISOR: WOMEN'S SHOES & FINE JEWELRY | MAY-DEC 2018

- Exceeded both YoY and annual sales plan 2018 from May through December (+110% to 2018 plan)
- Improved shoe department efficiency by implementing digital tools

THE TJX COMPANIES (MARSHALLS) - COCKEYSVILLE & BEL AIR, MD | 2015-2018

CUSTOMER EXPERIENCE COORDINATOR | JAN 2016-MAY 2018

- Coordinated and promoted charitable organizations (JDRF, St. Jude's, Alzheimer's Association)
- Lead Coordinator team by cross-training in all departments (sales floor, receiving, cash office)
- Achieved +119%-to-goal in credit card applications, Q4 FY18
- Organized and managed store-level National Hiring Event, SEP 2017
- Conducted all-store staff meeting of 60+ associates, NOV 2016

MERCHANDISE ASSOCIATE | MAY-DEC 2015

EDUCATION

MORGAN STATE UNIVERSITY - BALTIMORE, MD | 2015-2018

BACHELOR OF SCIENCE: HOSPITALITY MANAGEMENT | MAY 2018

- Dean's List Recipient Spring 2017