

Charles Wilkins IV

Education **1988 - 1989** **Nasson Institute** **Woonsocket, RI**
Bookkeeping Diploma

- 3.8 GPA. Work at your own pace program and was the fastest student to ever finish the program

Professional experience **2008 – 1/25/2019** **Sports Vision Technologies** **Bethel, ME**
Technical Support Specialist->Operations Manager

- Started as Technical Support Specialist assisting customers with hardware & software issues through phone & email contacts.
- Advanced to Operations Manager in August, 2011.
- Responsible for creating and implementation of all policies and procedures for manufacturing, support, and sales of indoor golf simulators and their accessories.
- Responsible for all Customer Service.
- Responsible for web development and website activities. Along with all IT functions within the company. Also includes maintenance and training on the Sales & Inventory system.
- Responsible for purchasing and inventory control. Receiving and documenting of incoming product.
- Responsible for managing the programming of the software.
- Responsible for all product development (both hardware & software).
- Created database application to manage customer contacts, issuance and processing of all repairs & returns. Also stores all information regarding simulator builds and repairs.
- Assist with Sales & Marketing objections.

1998 - 2007 **American Skiing Company** **Bethel, ME**
Accounting->Eastern Distribution Center Manager

- Started as reconciliation clerk. Establishing, documenting and executing on all reconciliation procedures (as the company had just started).
- Retaining balance between inventory system and accounting system.
- Within 1 year, was promoted to Eastern Distribution Center Manager. In charge of receiving, documenting, tagging and transferring of products to approximately 50 retail locations across 6 ski resorts.
- Manage 2 trucks for delivery of products to resorts.
- Create, revise and execute on all receiving, tagging, inventory transfers and trucking of all products.
- Responsible for training the western resorts warehouse staff.
- Creating physical inventory procedures and execute physical inventories. Physical Inventories variances were less than 0.0025% annually.
- Created database applications to manage all incoming packages to expedite order processing. Also create a database application to manage all shipping discrepancies.
- Responsible for all aspects of managing up to 13 employees
- Responsible for all budgeting of the Eastern Distribution Center

Warehouse.

1994 - 1998 **Girvin->ProFlex** **Woonsocket, RI**

Assembler->Machine Shop Supervisor->Receiving Supervisor & Inventory Control

- Started as assembler. Assembly of front suspensions for mountain bikes. Worked in machine shop as well.
- Advanced to Machine Shop Supervisor/Stock Control. In charge of machine setup, assigning tasks and maintenance of machinery. Also in charge of assuring stock levels met production requirements.
- Advanced to Receiving Supervisor & Inventory Control. Responsible for receiving product. Inspecting, counting and stocking of product for all aspects of the business.
- Manage and execute Physical Inventory. Responsible for 20+ employees at inventory.
- Managing 2 employees within the Receiving Department

1992 - 1998 **H & R Block** **Pawtucket, RI**

Income Tax Preparer

- Execute all levels of Income Tax preparation.
- Take yearly classes to update and review income tax laws.

1992 - 1993 **Silco, Inc** **Providence, RI**

Bookkeeper

- Perform bookkeeping, accounting, record keeping and income tax review for various clients.
- Prepare W-2s and 1099s

1987 - 1992 **New England Instruments** **Woonsocket, RI**

Group Leader : Test & Adjust

- Started as Test & Adjust clerk. Testing of electromechanical potentiometers.
- Advanced to Group Leader after 6 months. In charge of assigning tasks, controlling workflow and designing and implementing policies and procedures.
- Performing testing for Government Source Inspectors
- Managing up to 22 employees

1985 - 1987 **Dunkin Donuts** **Woonsocket, RI**

Counter Person -> Muffin/Cookie Baker

- Started as Counter Person serving customers and daily cleaning.
- Advanced to Muffin & Cookie Baker. Also assisted with finishing of donuts