

# LaDerrius Williams

Accomplished strategic operations professional with 6+ years of leadership in payment and business operations, process improvement, and customer success in fast-paced environments. Skilled at optimizing organizational design, aligning business priorities with corporate strategy, and implementing creative solutions to meet business needs. Proven success across diverse industries in creating strategy and developing processes to reduce operations costs, acquire and retain customers, and maximize profitability. Demonstrated leadership ability to develop effective teams, spearhead learning initiatives, and drive performance to meet organizational objectives.

## CONTACT



205. 420. 0363



[LaDerriusD.Williams@gmail.com](mailto:LaDerriusD.Williams@gmail.com)

Atlanta, GA



[LinkedIn](#)

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## SIGNATURE

## STRENGTHS

- Process Improvement
- Strategic Planning
- Client Operations
- Relationship Management
- Process Optimization
- Account Management
- Training & Development
- Team Leadership
- Data Analysis

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## EDUCATION

### BACHELOR OF INTERDISCIPLINARY STUDIES –

Social Entrepreneurship  
Spring 2022  
*Georgia State University*

### ASSOCIATE OF ARTS –

Business Administration  
*Georgia State University*

### COMPUTER SOFTWARE ENGINEERING

*Free Code Camp*

## PROFESSIONAL EXPERIENCE

### SOCIAL IMPACT FELLOW / *GEORGIA SOCIAL IMPACT COLLABORATIVE AND GOATL FUND / 2021 - PRESENT*

Streamline operations processes and optimize employee training programs to improve team performance and productivity.

Created social media strategy and framework improving storytelling proficiency and frequency

Relaunched in-person events strategy in a manner that was engaging and COVID sensitive

Spearheaded planning of first of its kind CDFI Conference in the state of Georgia.

Provided due diligence for candidates for investment.

### PAYMENT OPERATIONS MANAGER / *RoadSync / 2019 - 2021*

Streamline operations processes and optimize employee training programs to improve team performance and productivity.

Created logistics framework in response to COVID-19, successfully processing 600k -700k individual checks remotely, while maintaining 100% on-time task completion.

Ensure completion of 2,300 daily check deposits and monitor key performance indicators for timeliness and accuracy.

Identify organizational and system improvements to drive double-digit reductions in annual operating costs.

Conserve an adequate system of accounting records and a comprehensive set of accounting controls, mitigating risk by **45%**.

### CUSTOMER SUCCESS MANAGER / *RoadSync / 2019*

Manage largest division of 25 employees to support Customer Service activities and execute strategic projects for the Chief Product Officer.

Evaluate staff performance, identifying competency gaps and discrepancies, and reorganized department to optimize talent, yielding productivity and efficiency by **70%**.

Partner with operations and sales to diagnose technical problems, identify solutions and create opportunities, thus increase revenue.

Introduced enterprise process improvements, including developing standard operating procedures, WIKIs and technical support

## TECHNICAL SKILLS

Git, JSON, CSS, MySQL  
JavaScript, MongoDB  
Open Source Software  
Python, AngularJS  
Web, Front-End &  
Back-End Development  
Creative Writing, SASS  
PHP, HTML5, Node.js  
WordPress, Express.js  
Hubspot CRM  
Intercom  
Stripe

## PROFESSIONAL EXPERIENCE

### OPERATIONS LEAD / *RoadSync* / 2018 - 2019

Supervise staff of five to monitor accounts receivable, improve payment process, and enhance service delivery for strategic customers.

Provided cross-functional support to operations and sales divisions while fostering individual and group performance.

### CUSTOMER SUPPORT REPRESENTATIVE / *RoadSync* / 2017 - 2018

Acted as an escalation point for configuring technical issues and client's needs, consistently achieving 100% issue-resolution scores.

Proactively monitored application performance regularly to prevent failures, resulting in increased productivity and reduced user downtime by as much as 40%.

Delivered first-level response and technical support for 100+ users through mobile, desktop, and phone applications.

Developed and implemented internal practices and procedures that improved efficiency by 50%.

### MANUFACTURING MANAGER / *Heraeus Noblelight* / 2016 - 2017

Optimized quality assurance processes to meet safety and client expectations, thus saving the company money.

Developed new interdepartmental procedures using Six Sigma and Lean methodologies, resulting in 85% reduction in customer returns.

Managed plant operations and manufacturing production of preform materials for fiber-optic cables.

Established safety and organization protocols, policies and procedures to enhance and improve current processes.

Implemented creative solutions to meet customer schedule demands resulting in extremely satisfied customers.

## CERTIFICATIONS

*jQuery: Beyond the Basics, SitePoint, June 2016*

*Getting Started with Backbone.JS, SitePoint, June 2016*

*Building an App with AngularJS, SitePoint, June 2016*

*CSS Troubleshooting in Six Easy Steps, SitePoint, July 2016*

*CSS Selectors 1: Getting Started, SitePoint, July 2016*

*CSS Selectors 3: Diving Deeper, SitePoint, August 2016*

*Understanding the CSS Cascade, SitePoint, August 2016*

*JavaScript and JSON, LinkedIn, October 2016*

*Node.js Essential Training, LinkedIn, October 2016*

*Up and Running with Node.js, LinkedIn, October 2016*

*MEAN Stack and MongoDB Development Techniques, LinkedIn, October 2016*

*Diving into ES2015, SitePoint, November 2016*

*IBM Blockchain Essentials, IBM, July 2017*

*Becoming a Product Manager, Lynda.com, June 2019*

*Venture Deals, Kauffman Fellows, May 2019*

*Excel Essential Training (Office 365), Lynda.com, June 2019*