

William Erik Riker
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PROFESSIONAL EXPERIENCE

David N. French, Metallurgists 2021 to present
Laboratory Manager

- Oversee daily operations
- Ensure that client needs are met
- Proofread metallurgical reports
- Issue quotes for lab work and track job status
- Communicate clearly with clients
- Maintain lab equipment

David N. French, Metallurgists 2013 to 2021
Human Resource Manager/Metallographic Lab Technician

- Interview and hire for open positions
- Maintain HR paperwork
- Field employee concerns
- Handle employee insurance plans
- All aforementioned lab technician duties

David N. French, Metallurgists 2008 to 2021
Metallographic Lab Technician

- Determine customer needs in order to generate accurate quotes
- Receive samples and document as-received condition
- Photograph samples and determine MEP
- Prepare samples for evaluation
- Address customer questions and requests
- Field work as needed

Charter Communications 2007 to 2008
Internet Technical Support

- Assist customers via telephone with a myriad of internet-related issues
- Take customers through steps to identify connectivity issues
- Resolve issues in a number of different manners

Borders Books & Music, 2520 South Hurstbourne Gem Lane, Louisville, KY 40220
Café supervisor/Inventory Supervisor 2006 to 2007

- Receive, unload and shelve inventory

- Place and receive special orders
- Oversee all café employees
- Place all orders for café
- Adhere to Seattle's Best Coffee guidelines

Arena Stage, 1101 6th Street, SW, Washington, DC 20024

Sales Office Manager/Development Finance and Donor Records 2002 to 2005

- Oversee and perform theatre ticketing and subscriptions activities
- Prepare and deliver bank deposits
- Communicate and implement ticketing and subscriptions policies
- Field problems from displeased patrons
- Track, process and report Development Office income (donations) and expenses
- Enter relevant information into Pro Venue software database
- Run lists concerning accounts and income from Pro Venue software
- Act as liaison between Development Office and Business Office

Shelby County Sheriff's Department, 201 Poplar Avenue, Memphis, TN 38103

Corrections Deputy 2002

- Supervise and manage inmates and their activity
- Ensure safety and security of inmates and facility
- Prepare incident reports when necessary
- Communicate policies and problems between supervisors and inmates
- Enter all relevant information into JMS (Jail Management Systems) database

Center City Commission, 114 North Main Street, Memphis, TN 38103

Intern/GIS assistant 2000 to 2002

- Create and maintain GIS (Geographic Information Systems) database
- Gather information for GIS database
- Photograph downtown locations for databases
- Track and report real estate availability

Medical Support, 2198 Venture Drive, Memphis, TN 38117

Technician 1998 to 2000

- Clean, test, deliver and operate medical equipment
- Perform maintenance when necessary
- Train healthcare staff in the use of equipment

* References available upon request.

EDUCATION

Bachelor of Arts, Anthropology, University of Memphis (2001)

Associate Degree, Graphic Arts, State Technical Institute at Memphis (1996)

Diploma, White Station High School, Memphis TN (1992)