

WILLIAM GRAY

Trainer Instructor II

📞 (615)405-9360 📧 bill@wgray.com 🌐 [Linkedin.com/in/wgraync](https://www.linkedin.com/in/wgraync)
📍 Harrisonburg, VA



EXPERIENCE

Driver Trainer / Driver 2017 - 2019

Wilson Logistics Springfield, MO

- Demonstrated safe driving by observing road rules, exercising caution in unfamiliar areas and maintaining vehicle control
- Performed daily DOT Inspection of tractor and trailer for defects and safe operating condition before, during and after trips resulting in 100% compliance during DOT inspections
- Logged driving hours and fuel usage data on time to keep reports current utilizing ELD resulting in 100% DOT compliance during company audits and DOT inspections
- Worked well with dispatcher to communicate route and schedule changes
- Worked with customers to insure 100% customer satisfaction while docked for loading and unloading

Customer Services 01/2023 - 06/2023

Virginia Department of Motor Vehicles Harrisonburg, VA

- Customer Support Excellence: Delivered prompt, accurate assistance, ensuring positive experiences for all DMV customers.
- Process Efficiency: Streamlined service procedures, reducing wait times and improving overall customer satisfaction.
- Compliance and Accuracy: Ensured strict adherence to state regulations while processing customers needs with precision.
- Problem Resolution: Handled complex customer inquiries with professionalism, providing clear solutions and guidance while adhering to State and Federal regulations

Master Instructor 1991 - 2024

Omni Marine Services Dallas / Nashville

- Conduct classroom, confined water, and open water instruction with a focus on safety and proper diving techniques
- Deliver advanced courses to support continued diver education and professional certifications
- Emphasize risk management and emergency preparedness in all training sessions
- Lead dive trips, ensuring a safe and educational experience while promoting marine conservation
- Provide retail sales support, advising on diving equipment selection and driving revenue growth

Driver Customer Services 06/2023 - Present

Darling Ingredients Linville, VA

- Protein recovery driver, hauling protein waste from various processing plants utilizing semi with dump trailer and tanker trailer
- Equipment distribution for grease recovery utilizing semi with dry van trailer and straight truck
- Perform daily DOT Inspection of tractor and trailer for defects and safe operating condition before, during and after trips resulting in 100% compliance during DOT inspections
- Work directly with clients to determine best solutions for product recovery that will comply with local and state regulations
- Maintain highest safety standards in conjunction with state and federal mandates
- Route planning for weekly needs of customer service and plant needs

SUMMARY

Results-driven Driving Instructor with over 30 years of commercial vehicle driving experience and a proven history in training, mentoring, and business operations. Expert in driver safety education, DOT compliance, and instructional delivery. Skilled in developing top-performing drivers through hands-on training and structured lesson plans. Adept at balancing classroom instruction with real-world driving assessments while maintaining a focus on safety, regulatory compliance, and skill mastery.

KEY ACHIEVEMENTS

⌚ Master Trainer (MSDT)

Earned a master rating with 30+ years of experience, consistently developing top-performing individuals through effective teaching, mentorship, and skill mastery.

✓ Ensured Regulatory Compliance

Achieved 100% DOT compliance in inspections, contributing to operational efficiency.

⚙ Enhanced Operational Efficiency

Reduced menu production time by 36% and streamlined labor to 21% at Speckled Trout LLC.

฿ Top Sales Growth

Achieved 56% year-over-year sales growth at Speckled Trout LLC through innovative marketing strategies.

💻 Maximized Website Performance

Maintained 99.9% website uptime at EnCompass Agency, optimizing security and code updates.

CERTIFICATION

Master Scuba Diver Trainer (MSDT)

EXPERIENCE

Proprietor & Managing Partner

05/2019 - 11/2022

[Speckled Trout LLC](#)

Blowing Rock, NC

- Oversee daily operations of casual-dining restaurant to revive unprofitable business performance with innovative marketing strategy and entrepreneurial mindset, triggering 56% sales growth year over year
- Revamp operational efficiencies by improving overall menu development, reducing production time by 36%, streamlining BOH labor to 21%, and controlling waste to 96%
- Mobilize business growth plans, guest relations, employee development, and community service initiatives to save and optimize costs
- Developed growth strategies to streamline business operations by implementing technology growth plan and implementing network, hardware and software solutions for streamlining and stability of operations
- Analyze competitor market trends to develop operating growth strategies
- Continuously recruit and develop new talent to support achievement of P&L goals and customer service objectives
- Designed, developed and implemented human resource policies, procedures and training aids to simplify and enhance training process
- Provide continuous learning opportunities encouraging employees to facilitate a consultative sales approach and recommend relevant offerings to boost revenue

Project manager & Web Developer

2014 - 2017

[EnCompass Agency](#)

Cornelius, NC

- Translated conceptual designs and wireframes into high efficiency code utilizing HTML, PHP, CSS, and JAVA
- Communicated with cross-functional departments for business needs and client development
- Reviewed project budgets to resolve discrepancies, gather requirements, and optimize distribution of clients product
- Developed client site maintenance program to insure 99.9% uptime while implementing security and code updates as industry standards evolved
- Maintained alignment with client expectations and maximized outreach potential by vetting content strategies
- Streamlined existing website and integrated SEO techniques to vastly improve the user experience, resulting in client business growth and high conversion ratings

Senior Restaurant Manager

2007 - 2014

[OSI Incorporated | Outback Steakhouse](#)

Nashville, TN

EDUCATION

Master Trainer - PADI

1994

[PADI](#)

Nacogdoches, TX

Bachelor of Arts Studies

[University of North Texas](#)

1987 - 1992

Denton, Texas

- Hospitality Admin & Management
- University of North Texas

MILITARY

United States Army & Army National Guard

1985 - 1987

- Military Protocol Readiness
- Supply Chain Management
- Supply Dispersed to Company
- Dispersed Munitions and Ordnances
- Efficient Resolution Management

CERTIFICATION

Carrier Safety Admin (FMCSA)

Certified Heavy Driver (FMCSA)

Comptia A+ Studies

MCDS Microsoft

TRAINING / COURSES

Instructor (PADI)

Professional Association of Diving Instructors

Train the Trainer

Udemy

SKILLS

Trainer • Coordinator • Course Developer

CSS • HTML • JAVA • PHP • Microsoft •

Adobe

AWARDS

Master Trainer

Top Safety Award (Wilson Logistics)

Top 5% Customer Service (Dell)

Top 10% Sales (Dell)