

# 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

1987 - 1992

#### University of North Texas

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 Ordinances
- Efficient Resolution Management

## CERTIFICATION

### Carrier Safety Admin (FMCSA)

### Certified Heavy Driver (FMCSA)

### Comptia A+ Studies

### MCDST 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)