

# WILLIAM B. BANKS

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## PROFILE

Experienced professional transitioning to the life science industry after recently completing the BioConnect DE 8-week BioManufacturing Certificate Program. Excelling in relationship building and sales team training. Proactive and goal-oriented professional with excellent time management and problem solving skills. Committed to leveraging these qualities to drive team success and contribute to organizational growth.

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## TECHNICAL TRAINING & PROFESSIONAL SKILLS

- Problem-solving
  - Teamwork
  - Quality management systems
  - GDP and GMP training
  - Follow SOPs
  - Aseptic technique
  - Data entry
  - Microsoft Office
  - Rapport and relationship building
  - Positive and upbeat
  - Business-to-business sales
  - Strong leadership skills
  - Goal and performance driven
  - Customer service & relations
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## EDUCATION

**BioManufacturing — BioConnect DE**, Newark, DE  
*Certificate of Completion*

February 2026

**Mount Pleasant High School**

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## WORK EXPERIENCE

**Al's Sporting Goods — Sales Manager**, Wilmington, DE

September 2004 - Present

- Develop strategic sales plans to drive revenue growth and enhance market presence.
- Train and mentor the sales team on product knowledge and customer engagement strategies.
- Oversee inventory management, ensuring optimal stock levels for peak selling periods.
- Analyze market trends and competitor activities to identify new business opportunities.
- Collaborated with the marketing team to create promotional campaigns that increase customer traffic.

**State Farm — Team Leader**, Concordville, PA

May 2002 - August 2004

- Led team to achieving customer excellence through effective communication and problem solving strategies.
- Streamlined workflow processes, resulting in improved operational efficiency and reduced response times.
- Mentored junior staff, enhancing their skills and fostering a collaborative work environment.
- Developed training programs to improve employee performance and adherence to company policies.
- Implemented quality control measures, ensuring compliance with industry standards and regulations.

**Pitney Bowes — International Shipper**, Wilmington, DE

September 1995 - April 2002

- Coordinated international shipments, ensuring compliance with customs regulations and maintaining documentation and tracking information.
- Managed logistics operations, optimizing routes for timely delivery and cost efficiency.
- Utilized shipping software to track packages and provide realtime updates to clients and stakeholders.
- Collaborated with cross-functional teams to streamline shipping processes, improve service quality, and promptly resolve shipping discrepancies, achieving high customer satisfaction.
- Analyzed shipment data to identify trends and implement process improvements for future operations.
- Trained junior staff on shipping protocols, enhancing team performance and knowledge retention.
- Supported global supply chain operations by coordinating transportation schedules between multiple vendors and distribution centers.