**William N. Dyer**

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**Business & Project Management Professional**

Accomplished veteran of the United States Army with an extensive background in managerial and leadership training, as well as a track record of success in business management, culinary management, technical operations and organizational development. Outstanding performance in all capacities across many years of service, highlighted by numerous awards and commendations. Superior leader capable of cultivating key relationships and collaborating with diverse people and entities.

**KEY SKILLS**

Organizational Management ⬥ Training & Development ⬥ Performance Analysis ⬥ Quality Assurance

Culinary Management ⬥ Project Management ⬥ Policy Development & Procedures ⬥ Conflict Management

**ACTING/ENTERTAINING EXPERIENCE**

**Acting and Entertainment Oldest to Newest 2022-Present**

* Short Film – Lead-**Optical Illusion** – New Orleans 2022
* Short Film – Lead-**First Stone** – Character Mark, First Place Winner of the Iberia Film Festival 2022
* Background Extra- **The Crossover** Series – Multiple Episodes Disney Plus 2022
* Background Extra – **Secrets of Sulphur Springs** – Disney Plus 2022
* Background Featured Extra – **Your Honor** Season 2, Multiple Episodes 2023
* Background Extra – Feature Movie, **Five Nights at Freddy’s** 2023
* Background and Stand-In – Featured Movie, **Armored** – Stand-In for Main Character, Casey 2023
* Stand-In – Featured Movie, Steven Kings **Life of Chuck** – Stand-in for Main Character, Chuck 2023
* Background Feature – Movie, **Play Dirty**, Ron Perlman and Theo Rossi 2024
* Background Feature – Series, **Mayfair Witches** Season 2 – Couples Dancing Scene 2024
* Background Feature w/Truck – Series, **Leverage Redemption** Season 3 2024
* Background Extra – Feature Movie - **Spinal Tap 2 –** Ticket reception and audience member 2024
* Background– Feature Series Netflix in production - **The Corps** **Block D** 2024
* Background Extra Movie - **Sinners** – Starring Michael B, Jordan – Blues Bar member
* Lead- Movie Lionsgate **Sunsets at the Rivers Edge** – In Production– Role of Preston
* Lead-– Movie - **Gamin**–- In Production- Detective Jones-Award Winning Director Bama Boy Buck
* Background – **The Corps Block D** – Dir. Phil Abraham – 2024
* Background Multiple Roles - **Raid Pacific** – Dir. Steven Luke 2024
* Theater – Lead – **A Few Good Men** – Role of Lt Kendrick – Bay St. Louis Little Theater 2024
* Featured Role (Speaking, multiple scenes)) – Bruton – Role of Sang - Starring Theo Rossi
* Leading actor – Hey Chris TV series in production – role of AJ
* He Gets Us, SuperBowl 2025 Commercial. I was a Main.

 DOB- 4-22-1987 Currently 37

 5 Ft 8 Inches 138 lbs

 Shirt Size Small for fitted and Medium for slightly loose

 Pants Size 30, 33 if dress pants or military uniform

 Pant Length 28 inches

 Shoe size 9 – Military boots 8

  Hat Size 6-7/8

**PROFESSIONAL EXPERIENCE**

**Department of Veterans Affairs- Biloxi, MS - Telework OCT 2022-Present**

***Transportation Assistant* ( GS-6 40 hrs Week**

* Incumbent is responsible to review for accuracy and process Beneficiary Travel claims for the purpose of reimbursing Veterans for travel to and from VA medical appointments
* Review eligibility of each Veteran before finalizing Beneficiary Travel
* Coordinate daily with all vendors for Special Mode Transportation
* Customer care in accordance with VA policy and WeCARE program
* Evaluate all aspects of fraud research and prevention in accordance with VA Policy
* Request transfers of funds laterally amount several fund control points to ensure availability of resources to meet obligations.

**Department of Veterans Affairs-** **Biloxi, MS MAY 2019 – OCT2022**

***(Diet Communications)* Transfer from Nola VA (WG-4) (40+ hrs week) Full Time**

* Prints and checks all patient's menu selections for diet changes and allergies
* Creates food tickets for admit patients and discontinues discharge patients
* Conducts inventory in the IC Inventory Control room
* Identifies and rectifies inventory management issues
* Helps management choose products by cost, nutritional value, and necessity
* Follows food service regulation according to **HACCP** and **ServSafe**
* Checks temperatures of each patient tray to ensure all hot meals are above 165 degrees and cold products are below 38 degrees
* Maintains proper hygiene and sanitation at all times
* Greets patients with a friendly attitude and with a professional manner
* Reports to supervisor daily to update him/her at the end of each shift
* Trains new employees
* Uses Citrix access to Hospitality Suites for patient records and diet plans
* Uses Vista software for Clinical, Clerical, and Administrative work
* Communicates diets with Dietician and Supervisors
* Drives a vehicle to transport meals, products, and late trays
* Construct teamwork and communication to those whom I work with
* Cautious and mindful of safety hazards

**Department of Veterans Affairs-** New Orleans, LA **OCT 2018-MAY 2019**

***Food Service Worker* Cook/Starter/Host/Diets ( WG-4/ (WG-6 July 2019) 40-60 hrs Week**

* Checks diets to ensure proper nutrition is provided to each patient according to their diet plan
* Prepares and cook all meals according to the production count in compliance with the recipe and portions
* Critiques 100% quality of menu items
* Maintains clean appearance and professionalism
* Frequently check line temps and maintains temp and waste log according to food safety guidelines
* Follows food service regulations according to HACCP and ServeSafe
* Understands patient diets
* Sets up serving line appropriate with the daily production selections
* Sets up tray line according to hospital units and patient diets
* Checks all trays before delivering to patients to ensure safe and proper diets and restrictions
* Prepares bulk and everyday menu items such and soups and stocks
* Check and maintain stocked items (first in first out)(fifo)
* Maintains cleanliness of equipment and personal kitchen knives
* Ensures cleanliness of the kitchen before leaving at the end of the shift
* Delivers trays to patients in a professional and friendly matter
* Researching and advising better techniques and revising recipes for more satisfying meals
* Slices meat items by hand and slicer machine conforming to a specific size requirement or weight specification. Maintains the proper temperature for all foods during preparation, holding, transporting, reheating and serving to assure quality control and food safety. Uses proper instructions in thawing and heating of food items
* Reports observed potential safety hazards to supervisor, removes or corrects safety hazards
* Serves on production side of line according to portion controls
* Checks all patient wards in the kitchenettes and common eating areas to ensure the stocking of everyday items are stocked and the expirations.
* Load and Unload delivery as well as checks inventory of purchase and kitchen necessities

**Satchmo’s Jazz Cafe-** D’iberville, MS **2017-2018**

***Chef 35 hrs Week***

* Demonstrated new cooking techniques and equipment to staff while ensuring procedural operation for quantity and quality assurance of received itemized products.
* Planned menus and utilization of food surpluses and leftovers, accounting for probable number of guests, marketing conditions, popularity of various dishes and writing and development of menu items.
* Devised specialty dishes and developed necessary recipes to train internal staff on executing while evaluating and solving problems encountered such as: substituting menu items, reusing cooked food and reducing excess waste and spoilage.
* Read food order slips and received verbal instructions as to food required by patron and prepared and cooked food
* according to exact and consistent cooking instructions.
* Conducted inventory and purchased necessary items for the establishment

**Media Solutions Networking Productions-** Panama City, FL **2016-2017**

***Hospitality Operations Specialist 55 hrs Week***

* Interpreted, developed and explained necessary hospitality initiative related procedures, standards and regulations while developing, improving, and implementing these policies for senior and executive level management.
* Facilitated customer engagement-based enterprise training platforms and analysis, while implementing and maintaining information communications programs ensuring confidentiality, integrity & availability.
* Utilized technical skillset to organize and formulate customer communication and consolidate hospitality related information for senior leadership representatives and associates on an internal and external basis.
* Explored new and engaging tactics to relay business and office communications with internal and external client base involving data research and communication and extensive strategic analysis.
* Provided operational and customer relations management duties as well as necessary personnel management tools while conveying constructive business relations necessary feedback to ensure best operations.

**Glennco Construction Group, LLC-** Lynn Haven, FL **2015-2016**

***Operations Associate 45+ hrs week***

* Developed and maintained sophisticated skilled trade operations for construction and maintenance related repair duties; working on landlord managed properties to ensure quality results.
* Prepared diagnostic evaluation updating and automation functionality acquisitions for specific equipment repair packages, with the preparation, tracking and follow up required to ensure all system issues were schematically functioning.
* Inspected and identified technical discrepancies and developed solutions to system function errors in key building maintenance issues, instrumentation, systems, and safety equipment.
* Supported engineering management safety inspection related program operations through performing routine equipment repair audits of operational safety reliability practices and standards.

**Robinsons Residential Assisted Living-** Panama City, FL **2014-2016**

***Caregiver 40 hrs Week***

* Managed patient care to reinforce and follow up on healthcare activities involving the preparation of materials and equipment for use in their everyday life as well as for various other therapy-based activities.
* Participated in the management and shaping of client’s behavior using positive reinforcement strategies and models while documenting client progress toward daily treatment plan goals.
* Responsible for the coordination of patient information to efficiently complete the assessments of health aid care duties assigned involving filing records and documenting health information as needed.

**Captain Andersons-** Panama City, FL **2011-2014**

***Purchase Manager 50 hrs Week***

* Specialized in the handling of purchasing and training related resources during critical operations; commended by senior leadership for setting the standard in workplace initiatives and professionalism.
* Operated and maintained sanitation and hazardous material operations while ensuring all procedures and plans were functioning with maximum readiness and performance.
* Utilized a broad range of quality assurance and training compliance tactics in the operation of personnel management responsibilities, which involved creating operational plans and managing internal clientele on key hiring initiatives.
* Responsible for quality control in business management tasks and ensure all necessary contracting related projects and equipment were being utilized at their highest standards.
* Carried out strategic and collaborative business based operational plans with clientele across internal and external organizational structure while devising plans to ensure customer satisfaction.

**Military Experience**

**U.S. Army-** Various Locations **2005-2010**

***Food Operations Specialist, Airborne Paratrooper and Infantry 60+hrs Week***

* Oversaw training resource technical analysis operations, creating and revising standard operating procedures (SOPs), collaborating with multiple agencies to unify systems and implement best practices.
* Planned and managed environmental health and safety related administrative analysis projects involving interrelated disciplines and multiple stages of the systems development eliminating inefficiencies based on business needs.
* Analyzed government regulatory business procedures, regulations, and policies while educating Senior Executive level leadership on training and development policies to ensure organizational development principles were being utilized.
* Developed technical training audits and provided reporting to senior leadership on vulnerability of multiple organizational development components resulting in increasing the visibility on training and development resources.
* Worked in the rations department, ordering all food and materials needed for the food service industry.
* Maintained the ration room and conducted supply and food purchasing
* 50 cal gunner and assault team member on patrols in Iraq
* Managed and critiqued food service workers in Iraq and Afghanistan
* Foreign National escort in Afghanistan, escorting Nationals to and from the base and around campus
* Trained soldiers and prepared them for the promotion board according to the Army Study Guide

**EDUCATION & TRAINING**

**Associates Degree,** Hotel Management & Hospitality, Central Texas College, 2010

**Relevant Training:**

CPR Certification

Serve Safe Manager’s Certificate

**AWARDS & HONORS**

Army Commendation Medal, Good Conduct Medal, Iraq Campaign Badge, Afghanistan Campaign Badge, Combat Action Badge, US Military Parachutist Badge,2- ICARE Awards

**REFERENCES**

 **Shannon Dyer, Biloxi VA, Clinics Supervisor (504)616-1943**

 **Dexter Hillard, Biloxi VA, (228)213-8972**

 **Susan Trevethan, Retired Biloxi VA, (228)313-8636**