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## Profile

WILLIAM

First Name

POPE JR

Last Name

dp61entertainment@gmail.com

Email Address

2910 INGLESIDE DRIVE

Street Address

Suite or Apt

HIGH POINT

City

NC

State

27265

Postal Code

What district do you live in? \*

☒ Within High Point Corporate Limits

Home: (336) 875-2601

Primary Phone

Home:

Alternate Phone

QUEST DIAGNOSTICS

Employer

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## Which Boards would you like to apply for?

Human Relations Commission: Submitted

Citizens Advisory Council: Submitted

Economic Development Corporation: Submitted

Housing Authority Board: Submitted

Planning & Zoning Commission: Submitted

Guilford County Historic Preservation Commission: Submitted

Board of Alcoholic Control: Submitted

4th

Ward you reside in?

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## Interests & Experiences

**Please list any work, volunteer, and/or educational experience that you would like us to consider in the review of your application.**

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I am a member of High Point Community Against Violence, i started Photos with police for Peace to help bring the communities and law enforcement closer together. Presently attempting to get Operation Pride High Point,GSO,Winston Salem off the ground. It is a scared straight type of program without the intensity of going into a prison or jail. The program would bring teens and children and young adults together across all cultures and economic backgrounds to help re enforce the idea that violence is immoral and will not be tolerated as the consequences of violence are forever and unchangeable.

[New Resume 2017.docx](#)

Upload a Resume

**Have you participated in Leadership High Point?**

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☐ Yes ☒ No

If yes, please list the year in which you participated in Leadership High Point:

**Gender**

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☒ Male

**William F Pope Jr.**  
**2910 Ingleside Drive**  
**High Point, North Carolina**  
**(336) 875-2601**  
**dp61entertainment@gmail.com**

**Objective:** To obtain a challenging and rewarding position with a stable and growing company.

**QUEST DIAGNOSTICS**  
**GREENSBORO, NC**

**888-664-7601**  
**Mgr. Terry Cooley 336-664-6100**

**CSR 1:5/1/2017 TO PRESENT**

**DUTIES:** Inbound and outbound calls to clients regarding patient results, test issues  
Faxing results and troubleshooting orders. Also stat and critical result reporting

**Work Experience:**

**Wayfair.com/ Randstad Staffing**  
**Greensboro, NC.**

**(336) 294-7674**

**Freight Loader: 6/2016 to 2/2017**

**Duties:** picking and loading freight of various sizes onto tractor trailers.

**IBM/Pepsi / Experis Manpower.**  
**Winston Salem, NC.**

**Mgr. Shane Simmons (336)-896-5803**

**Trade Collections Specialist: 9/8/14 to 11/15/15**

**Duties:** Commercial collections for Pepsi products. Calling large and small companies, restaurant chains, supermarkets, colleges across all time zones. Collection efforts focused on overdue invoices from 30 to 120 days. Performed invoice research, payment arrangements only in special circumstances. Inbound and outbound calls. required to make 45-50 outbound calls each day. Awarded certificate for exceptional customer service and collection efforts. High outbound call center environment.

**Capital Bank NA.**  
**Winston Salem NC**

**Supr. Bill Barker (336) 794-7817**

**Collection Specialist II: 8/20/12 to 4/30/14**

**Duties:** calling on past due mortgages, home equity lines of credit and auto installment loans. Sent collection letters, decided when foreclosure was necessary, worked with special assets officers and loss mitigation specialist to cure accounts. Arranged payment schedules when applicable and repossessions of autos when necessary.

High call volume in a call center environment, daily call target 80 calls per day

Accomplishments: Trained all new collectors, assisted in hiring decisions, assisted in establishing the collection department's positive attitude and trained collectors on the FDCPA

**American Express Company**  
**Greensboro, NC.**

**Supr. Shelly Perdue (336) 668-5000**

**Customer Care Professional: 9/21/09 to 7/01/11**

**Duties:** Collection of Amex credit cards, arranging check payments by phone and establishing payment arrangements when needed, emphasis on getting as much money in house that day as possible, while concentrating on preventing further delinquency. Collections on 30, 60, 90 days. High call volume in a call center environment.

**Accomplishments:** achieved top 5-10% performance rating every month, awarded a pay raise after each employee evaluation. Received bonus every month.

**Citi Card Services  
Mcleansville NC.**

**Supr. Tonya Arrington**

**Sales, Customer Service: 11/15/07 to 7/2009**

**Duties:** performed all aspects of credit card customer service for the SEARS Mastercard and Visa portfolio, opened new accounts, processed credit card limit increases, assisted stores with point of sale transactions, handled incoming calls only and sold credit card enhancements at every opportunity. High call center volume environment. Accomplishments: achieved top 10% in sales every month of my tenure and received bonus each month.

**Guilford Child Development, Greensboro NC. Supr. Mrs. Wanda (336) 378-7000**

**Lead Head start Teacher 12/2005 to 12/2006**

**Duties:** Lead teacher of 4 and 5 year olds, class size 20-24 students, developed daily lesson plans as well as maintained a written record of all students daily developmental progress. Conducted home visits to ascertain the child's home environment. Served meals and supervised two teacher assistants.

Accomplishments: received certificate of recognition for outstanding service.

John Glenn Associates, Garden City NY. Asst. Collection Manager 6/03 to 10/05

Sharinn & Lipshie Attorneys, Garden City NY. Legal Collector 3/01 to 10/02

Modern Medical Systems, Farmingdale, NY. Credit/Collections Manager 1/99 to 6/02

Nassau County Department of Social Services Mineola NY. Social worker 1992 to 1999

**Education:**

Guilford College, Greensboro NC.

9/2013 to present

Major: Political Science

current GPA. 3.21

Wagner College, Staten island NY.

9/1986 to 5/1987

Major: Political Science, Public Administration

Keystone College, La Plume PA.

7/1984 to 5/1986

Major: Liberal Arts

Degree: AA Liberal Arts, Varsity Basketball, School newspaper, Yearbook staff

United States Army Reserves

1981 to 1986 Honorable Discharge

Freeport High School, Freeport NY.

High School Diploma, Varsity Basketball and Varsity Track and field  
1979 to 1983