

Gregory Cornelius

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Objective

Excitedly seeking a role as a Training Specialist & Technical Writer to leverage strong collaboration and technical writing skills in fostering innovation and effective knowledge transfer. Proven experience in diverse technical environments and content creation makes a great fit for driving impactful training programs and documentation initiatives.

Work Experience

AWS - Amazon

DCO Technician II - WBLP Program | Atlanta, Ga | Jul 2025 - Present

- Perform diagnostics, maintenance, and break-fix repairs on data center servers and networking equipment.
- Support deployment and decommissioning of racks, cabling, and hardware.
- Monitor infrastructure performance to ensure system uptime, security, and compliance.
- Assist with troubleshooting technical issues and escalating as needed.
- Gain hands-on training in IT hardware, networking, and cloud operations through structured mentorship.
- Lead projects that help improve and enhance parts management and inventory tracking.

Medspeed

Logistics Service Representative | Marietta, Ga | Nov 2024 - Jul 2025

- Coordinate and execute the timely and efficient transportation of medical specimens, supplies, and equipment to various healthcare facilities.
- Ensure compliance with all safety and regulatory standards to maintain the integrity and confidentiality of transported materials.
- Communicate effectively with healthcare professionals and clients to confirm delivery details and address any logistical concerns.
- Utilize route optimization software to plan and adjust delivery routes for maximum efficiency and cost-effectiveness.
- Conduct routine vehicle inspections and maintenance checks to ensure safe and reliable transportation services.
- Maintain accurate records of deliveries, including time of arrival, condition of items, and any client feedback.
- Collaborate with team members to resolve logistical challenges and improve service delivery processes.
- Provide exceptional customer service by addressing inquiries and resolving issues promptly and professionally.

Rush Hour Delivery Services

Contract Delivery Driver | Atlanta, GA | Nov 2023 - Present

- Ensure timely and accurate delivery of medication to patients, utilizing app-based routing for verification of delivery locations and recipients.
- Adhere strictly to traffic regulations and safety guidelines to maintain safety during all deliveries.
- Maintain a high degree of professionalism as a representative of client services, ensuring patient satisfaction and trust.

Self-Employed

Writer, Copywriter, Proofreader, and Web Designer | Atlanta, GA | Jul 2011 - Present

- Craft compelling and original content for various websites, ensuring accessibility and engagement for target audiences.
- Edit articles and web content with meticulous attention to grammar, spelling, and clarity to enhance readability.
- Develop visually appealing graphic designs and intuitive website layouts to align with client branding and strategic goals.

The Parts House (TPH)

Store Manager | Chamblee, GA | Dec 2022 - Sep 2023

- Directed daily operations, enhancing efficiency and ensuring the achievement of sales targets.
- Executed strategic initiatives to boost revenue growth and improve customer satisfaction.
- Cultivated robust local business relationships to fortify store's market presence and profitability.

US PACK

Contract Delivery Driver | Dothan, AL, Atlanta, GA | Sep 2021 - Nov 2022

- Delivered auto parts and medical supplies punctually and accurately, enhancing customer satisfaction through effective communication.
- Utilized specialized navigation technology to optimize delivery routes, ensuring adherence to scheduled pick-up and delivery times.
- Managed and updated dispatch information regularly, completing delivery tasks and documenting job reviews with precision in the agent portal.

Dothan Community Church

Minister of Music & Media | Dothan, AL | Mar 2016 - Feb 2022

- Oversaw music and media operations, customizing content to engage a diverse audience and expand influence through digital platforms.
- Managed IT functions and resources to ensure seamless technological support for the organization.
- Created compelling video content and social media posts to strengthen community bonds and effectively communicate the organization's message.
- Led the worship band, selecting and arranging music to enhance the worship experience for attendees.
- Administered the Food Pantry Outreach Ministry, providing essential support to community members and promoting interaction with isolated elderly individuals.

Perfetta, LLC

Customer Service Tech | Duluth, GA | Feb 2015 - Mar 2016

- Provided customer service and technical support for K-12 assessment setup in Mathematics and English Language Arts/Literacy.
- Assisted educational professionals via inbound calls, ensuring effective preparation and execution of academic assessments.
- Resolved various PC and technical issues, facilitating smooth operation of educational assessment processes.

UPS

Supervisor | Atlanta, GA | Sep 2013 - Mar 2015

- Resolved customer complaints and delivery discrepancies, ensuring prompt resolutions to maintain customer satisfaction through effective communication of alternative delivery arrangements.
- Assisted drivers with relevant delivery information and issue resolution, enhancing operational efficiency and service reliability.

High Value Associate | Jackson, MS | Jul 2010 - Jun 2011

- Managed tracking and verification processes for high-value packages, ensuring their accurate receipt and timely dispatch to subsequent destinations.

- Maintained and updated package status within the system, identified discrepancies, and executed follow-up actions to ensure resolution, supporting daily reporting requirements.

Education

Art Institute of Atlanta

Music Production | Atlanta, GA | No Degree

Belhaven College

Business Administration Adult Education | Jackson, MS | Adult Edge Program

Tougaloo College

English/Journalism | Jackson, MS | No Degree

Certifications

CompTIA Tech+ | CompTIA | 2024

Certified in Cybersecurity | (ISC)2 Board of Directors | Nov 2022

IBM Introduction to Cybersecurity Tools & Cyber Attacks | Dec 2022

Skills

Information Technology, Microsoft Office, Entry Level Cybersecurity, Social Media Management, Video Production, Leadership Experience, Copywriting, Warehouse Distribution Experience, Video Editing, Proofreading, Warehouse Supervisor Experience, Spreadsheets & Data Analysis, Production Management, Web Design, Digital Marketing, Blogging, Search Engine Optimization (SEO), Market Research, Presentation Skills, Content Creation & Development, Skills: Technical Support, Networking Fundamentals, Customer Service, Attention to Detail, Problem-Solving, Operating Systems (Windows/Linux), Help Desk Operations, Communication, Troubleshooting, Ticketing Systems Proficiency, data technology, Technical Troubleshooting, Basic Networking, Operating Systems Knowledge, Team Collaboration, Presentation, Independent Work, Time Management, Integrity, Adaptability