

Emma Williams

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(503) 278-2155

Willing to relocate: Anywhere

Authorized to work in the US for any employer

Work Experience

Field Service Technician

Worldwide TechServices - Portland, OR

February 2021 to Present

- Replaced components in laptops, tablets, and desktops
- Certified for Dell HP and Lenovo field repair
- Branded HP and Lenovo motherboards
- Basic hardware troubleshooting

Student Tech Lead

Portland State University Library - Portland, OR

July 2019 to December 2019

Sho Ikeda, User Support Specialist

- Troubleshoot various systems: lab stations, study room displays, microfilm readers, printers
- Resolved assigned tickets in Spiceworks
- Updated and replaced older lab stations with new ones
- Reimaged kiosks and other computers
- On call to help the help desk with more complicated issues

Tech Support

Portland State University Library - Portland, OR

October 2017 to June 2019

Genny Bimslager, Collection Coordinator

- Answered students technical questions including helping with scan jobs
- Operated a 3D printer, filled orders and billed them
- Maintained 2nd floor printers

Temporary Retail Team Member

Portland State Bookstore - Portland, OR

March 2017 to April 2017

Brian Kroll, Manager

- Worked in the back rooms receiving and filling online orders
- Helped customers and retrieved their orders at the pickup desk
- Completed miscellaneous tasks such as taking inventory of what was on the floor

Student Trainee, Computer Service Technician

Tongue Point Job Corps Center - Astoria, OR

February 2016 to December 2016

Ron Booton, Vocational Instructor

- Developed professional knowledge and competency in troubleshooting, building, and repairing components, networking systems, and servers, and installation of operating systems and software
- Assisted in maintenance and troubleshooting of campus computers, printers, and networks

On-Call Technician Intern

Tongue Point Job Corps Center - Astoria, OR

July 2016 to September 2016

Jeremy Yeates, System Admin Tech

- Assisted in troubleshooting and replacing field units on campus
- Assisted in planning to connect a new classroom to the campus network

Education

2 Years in Computer Science

Portland State University - Portland, OR

January 2017 to December 2019

High School Diploma

Tualatin High School - Tualatin, OR

Skills

- Experience with ticketing systems
- Experience with Linux operating systems
- Install, configure, and maintain computer components, including printers and peripherals
- Detect problems, troubleshoot, and repair or replace related components
- Install and configure operating systems and software; troubleshoot and resolve problems
- Experience with network topology, devices, and protocols
- Use security concepts and technology for hardware and operating systems
- Help Desk
- Technical Support
- Service Technician Experience
- Troubleshooting
- Field Service
- Library Services
- Desktop Support

Certifications and Licenses

TestOut PC Pro

March 2020 to Present

A more hands-on version of the A++ test

Assessments

Technical Support — Expert

August 2020

Measures a candidate's ability to apply protocols to identify errors and solutions in order to maintain system function.

Full results: [Expert](#)

Technical Support — Highly Proficient

August 2020

Performing software, hardware, and network operations.

Full results: [Highly Proficient](#)

Attention to Detail — Expert

August 2020

Identifying differences in materials, following instructions, and detecting details among distracting information.

Full results: [Expert](#)

Technical Support — Expert

October 2020

Performing software, hardware, and network operations

Full results: [Expert](#)

Cognitive ability — Expert

November 2020

Combining pieces of information to form general rules or conclusions.

Full results: [Expert](#)

Attention to detail — Highly Proficient

October 2020

Identifying differences in materials, following instructions, and detecting details among distracting information

Full results: [Highly Proficient](#)

Indeed Assessments provides skills tests that are not indicative of a license or certification, or continued development in any professional field.