JOHN WILLIAMS

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#readytowork
Willing to relocate to: San Diego, CA
Authorized to work in the US for any employer

WORK EXPERIENCE

Help Desk Technician

The People's Concern - Santa Monica, CA
November 2018 to Present

• Perform break/fix work on Dell and Mac machines as well as Android and iOS mobile devices.
• Install new hardware and perform routine software and security updates.
• Create user accounts using Active Directory for clients and staff.
• Troubleshoot laser and inkjet printers.

IT Intern

Urban Ed, Inc. - Washington, DC
January 2019 to September 2019

• Installing and configuring various internal hardware components.
• Diagnosing and resolving hardware and software issues.
• Troubleshooting and resolving network issues, IP addressing, routers, password resets/account set up in Active Directory, and configuring network connections.
• Setting up and familiar with operating systems to include Windows XP, Vista, 7, 8/8.1 enterprise, 10, Linux, Mac OSX, Apple and Android operating systems
• Knowledge of networking environments that include LANs, WANs, Pans, and wireless configurations.
• Familiarity with VPNs.
• Configuration of SOHA wireless router security.
• Understanding of virtualizations technologies like Hyper-V and VirtualBox.
• Demonstrating excellent collaboration skills, organizational skills, critical thinking and time management. Outstanding communication skills to ensure customer satisfaction.
• Familiar with using online forums, researching Google, YouTube and other knowledge bases.

IT/Media Technician

Remnant Christian Center - Washington, DC
January 2018 to June 2019

• Assist with special projects including preparing computer equipment for Sunday service presentations

• Install basic IR/Ethernet HDMI repeaters to be used with church's laptop in video presentations.
• Maintain inventory on audio and video equipment to prevent loss or theft.
• Troubleshoot common IT-related issues including but not limited to: network connectivity issues, video resolution errors, and LCD flat-screen televisions and monitors connectivity.
• Repair or replace faulty equipment as needed.
• Responsible for training church staff to ensure knowledge of audio and video equipment and presentation software Video Psalm.

EDUCATION

In Progress, Online in Information Technology

Arizona State University - Tempe, AZ
January 2020 to Present

SKILLS

- **Critical Thinking**
- **Time Management**
- **Emotional Intelligence**
- **Digital Literacy**
- **Communication**
- **POS**
- **Adaptability**
- **Team Management**
- **Teamwork**
- **Diplomacy**
- **Customer Service**
- **Cashiering**
- **Customer Relations**
- **Microsoft Office**
- **iOS**
- **Active Directory**
- **VPN**
- **Network Administration**
- **Break/Fix**
- **Ticketing Systems**
- **Troubleshooting**
- **Microsoft Office**
- **Adobe Creative Suite**
- **Routers**
- **Routing Protocols**
- **Windows Xp**
- **Windows Vista**
- **Windows 7**
- **Windows 8**

- **Windows 10**
- **Windows 2000**
- **Social Media Monitoring**
- **Social Media Marketing**
- **Ability to learn quickly**
- **Mobile Device Testing**
- **Mobile Device Management**
- **Mobile hardware installation**
- **Tablet screen replacement repair**
- **NFC**
- **Bluetooth**
- **POP3**
- **IMAP**
- **S/MIME**
- **iCloud**
- **Google Cloud Platform**
- **Google Suite**
- **APIPA**
- **Subnet masking**
- **Cable making**
- **USB**
- **RAM**
- **Storage Devices**
- **Mobo Architecture**
- **PSU installation**
- **UPS**
- **Laser Printer**
- **Inject Printer**
- **Thermal Printer**
- **IaaS**
- **SaaS**
- **PaaS**
- **Rapid elasticity**
- **Virtual machines**
- **RAID**
- **Mac OS X**
- **iOS**
- **Photoshop**
- **Premiere Pro**
- **Front Desk**
- **English**
- **LAN**
- **DNS**
- **Linux**
- **Network Support**
- **TCP/IP**
- **WAN**
- **DHCP**
- **Operating Systems**
- **Technical Support**
- **Microsoft Windows Server**

CERTIFICATIONS AND LICENSES

CompTIA A+

June 2019 to Present

ASSESSMENTS

Technical Support — Highly Proficient

January 2020

Performing software, hardware, and network operations.
Full results: https://share.indeedassessments.com/share_to_profile/5187c0ee47b61f9fd52b19dc7deb7567eed53dc074545cb7

Basic Computer Skills: PC — Highly Proficient

February 2020

Performing basic computer operations, navigating a Windows OS, and troubleshooting common computer problems.
Full results: https://share.indeedassessments.com/share_to_profile/5e9fef644e2d6d96bf3bccbefcdf9df4eed53dc074545cb7

Technical Support: Customer Situations — Highly Proficient

February 2020

Responding to technical support situations with sensitivity.
Full results: https://share.indeedassessments.com/share_to_profile/9175414b3afc2097258bb3b949cd59ebeed53dc074545cb7

Technical Support — Highly Proficient

February 2020

Performing software, hardware, and network operations.
Full results: https://share.indeedassessments.com/share_to_profile/25687259145b54541f01143864da1c21eed53dc074545cb7

Front Desk Receptionist — Highly Proficient

November 2019

Using basic scheduling, attention to detail, and organizational skills in an office setting.
Full results: https://share.indeedassessments.com/share_to_profile/54f6216052e662fbc6132f968ec0645ceed53dc074545cb7