

David L. Williams, Jr.

Monterey, CA

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Education and Certifications

CompTIA Security+ CE

Monterey Peninsula College – February 2017 to Present

Bachelor's Degree in Computer Science in progress

Technical Skills

- Windows administration
- Networking
- Unix/Linux command line
- Troubleshooting using the OSI Model

Employment

Monterey Superior Court | Deputy Court Clerk II - Monterey, CA

2018-Present

- Uploading documents to an in-house court recordkeeping system, providing availability for other departments.
- Preparing and distributing digital hearing calendars for Judges
- Created excel spreadsheets to keep data organized
- Maintaining the confidentiality of sensitive litigation info for entire county
- Maintaining the integrity of court documents in physical and digital form

Loaves Fishes and Computers | Computer Repair Technician - Salinas, CA

12/2019-Present

- Use of a ticketing system to document repairs on client PCs
- Imaging and deployment of Mac and Windows laptops
- Virus scans and clearing PCs of malware
- Fixing boot and hardware issues with Macs/PCs
- Backup of data from client PCs
- MacOS and Windows administration

Monterey Marriott | Service Agent - Monterey, CA

January 2014- October 2018

- Provided amazing customer service and support to guests
- Assessed guest needs and dispatched tasks to appropriate departments
- Utilized an in-house ticketing system, to build profiles for hotel guests to document their issues, needs and preferences
- First and often last point of contact for the Hotel