**William S. Ingram**

2104 Meredith Way

Antioch, CA 94509

(925) 303-7152

williamsingram@hotmail.com

**Education:**

* Associate of Applied Science in Information Technology with an emphasis in Network Systems Administration, January 2007 (Heald College, Concord, CA)
* Associate of Applied Science in Information Technology with an emphasis in Microsoft Windows System Administration, July 2007 (Heald College, Concord, CA)

**Skills and Capabilities:**

* Windows 2000 through 10
* Microsoft Office Suite 2000 – 2019
* Microsoft 365
* On-premises Exchange 2013/2016
* Active Directory, Server Shares, NTFS
* Kaseya
* Ticket, Purchasing, Project Management systems – Spiceworks, Connectwise, Tigerpaw
* Backup Software (Datto, Veeam, Acronis, Easeus, Paragon)
* Symantec Endpoint Protection (cloud and client application/on-premises server environments)
* Webroot (client application/cloud-based environment)
* Lookout at Work for Android and iOS mobile devices
* Cisco Meraki
* VoIP Technologies (Digium, Mitel/Shoretel)
* Android basics
* MAC, iPad, iPhone
* BootCamp
* Time Machine
* JAMF
* ShareFile, Dropbox
* Transportation Worker Identification Credential (TWIC)

**Experience:**

**Electronic Innovations (Richmond, CA) March 2021 – Present**

**IT Services Technician**

* Provide support for all Electronic Innovations staff
* Create and maintain Gantt charts as needed to track all IT tasks and projects
* Create and maintain documentation for all IT-related equipment, licensing, processes, and procedures
* Work at various customer sites to assist with installing or troubleshooting network equipment (clients, switches, servers, cabling, etc.)
* Acquired security access badges as needed – SIDA, OSCE, TWIC
* Attend classes as needed for various Video Management Systems and perimeter security applications (AMAG, Exacqvision, Milestone, DwellingLive, myQ, Completeview)

**Endsight (Berkeley, CA) April 2019 – November 2020**

**Response Center Engineer**

* Responsible for taking calls and picking up tickets to help people from a wide range of industries working across multiple time zones nationally and internationally
* Provided an excellent customer service experience by communicating, following up, keeping commitments, and resolving issues in a timely manner and/or to expectation
* Traveled as needed to repair and/or install equipment
* Supported fellow team members and taking escalations if needed
* Collaborated with higher-tier engineers and/or system administrators to resolve issues
* Created and monitored support, strategy, purchasing, and project requests via ticketing system
* Created or updated documentation as ticket is worked
* Collaborated with various vendor support teams as needed to resolve a wide breadth of issues (connectivity, Quickbooks, AbacusLaw, and other industry-specific software products)

# CocoKids (formerly Contra Costa Child Care Council) April 2018 – April 2019 IT Support Specialist

* Planned, designed, purchased, and installed all IT resources and/or equipment including but not limited to servers, routers, switches, switch/server cages, workstations, and software (worked with consultant as needed)
* Created, monitored, and updated Gantt chart with all IT tasks and projects
* Responsible for supporting all staff for IT-related resources including software, hardware, and processes
* Responsible for documentation for all IT-related resources including software, hardware, and processes
* Set reasonable timelines for tasks and projects – operated by a “go or go” mentality rather than “go or no go” – assess, adjust, progress – there’s always a way forward
* Troubleshot all software and hardware issues (tracked/documented in ticketing system)
* Providing an excellent customer service experience by communicating, following up, and resolving issues in a timely manner and/or to expectation
* All previous responsibilities from Network Administrator and IT Systems Support Specialist roles

# Contra Costa Child Care Council July 2013 – April 2018 IT Operations Coordinator

* Monitoring overall budget for the IT department
* Planning, designing, purchasing, and installing all IT resources and/or equipment including but not limited to servers, routers, switches, switch/server cages, workstations, and software (worked with consultant and vendors as needed)
* Created and updated existing IT organizational policies
* Created, monitored, and updated Gantt chart with all IT tasks and projects
* Responsible for supporting all staff for IT-related resources including software, hardware, and processes
* Responsible for documentation for all IT-related resources including software, hardware, and processes
* Set reasonable timelines for tasks and projects – operated by a “go or go” mentality rather than “go or no go” – assess, adjust, progress – there’s always a way forward
* Troubleshot all software and hardware issues (tracked/documented in ticketing system)
* Provided an excellent customer service experience by communicating, following up, and resolving issues in a timely manner and/or to expectation
* All previous responsibilities of Network Administrator and IT Systems Support Specialist

# Contra Costa Child Care Council November 2010 – July 2013 Network Administrator

* Responsible for providing and designing solutions (backup solution, major software upgrade/migration, updating documentation)
* Worked closely with vendors that provided a wide array of services and products
* Designed, purchased, and installed network infrastructure
* Maintenance for all network equipment both server and client side
* All previous responsibilities of IT Systems Support Specialist

# Contra Costa Child Care Council (Concord, CA) May 2010 – November 2010 IT Systems Support Specialist

* Responsible for supporting users at three office locations remotely and in-person to troubleshoot issues, explain how software and/or hardware works, and help as needed
* PC and Server Imaging
* Active Directory – Create, delete, modify user/group accounts and permissions
* Responsible for client-side equipment from deployment to decommission
* Ordered software and hardware as needed through vendor
* Troubleshot terminal connections
* Setup and configured wireless access points
* Troubleshot proprietary software
* Responsible for creating documentation for IT and to help staff (conference room equipment)
* Provided excellent support and timely solutions by staying organized and paying attention to detail

# Chevron (San Ramon, CA) January 2009 – September 2009 Field Technician / Team member for project “GIL 3”

* PC imaging
* Installation of software and hardware upgrades
* Presentation introducing user to their new computer (customized Vista operating system, proprietary software, and use of general software i.e. Office
* Troubleshot compatibilities issues with software and hardware (typically driver related)
* Provided excellent support and timely solutions by staying organized and paying attention to detail

# Wachovia (San Leandro, CA) September 2008 – October 2008 Field Technician / Team member for project “Green Earth”

* PC imaging
* PC and printer deployment (mapping users to appropriate printers and testing)
* Scheduled deployments as needed due to scheduling conflict or construction
* Troubleshot connectivity issues
* Created and maintained inventory sheet to track all equipment on the project
* Installation of software and hardware upgrades
* Provided excellent support and timely solutions by staying organized and paying attention to detail

# North American Title Company (Pleasant Hill, CA) October 2007 – May 2008 Level 3 Help Desk Technician

* Received calls from users concerning IT issues and track via ticketing system until resolved or escalated
* Escalated to proper departments as needed (server, router, backup, security)
* PC Imaging
* Setup new users with proper profiles, install/configure software, and connect all needed network resources (mapped drives, printers, terminal servers)

**MuirTech (Martinez, CA) March 2007 – October 2007**

**Network Administrator**

* Maintained multiple small-to-medium sized business networks
* Maintained documentation of all events, software, hardware, etc.
* Worked remotely and in-person with clients to advance their network
* Completed all troubleshooting and resolution of IT-related issues for client

# Kirk’s Appraisal (Brentwood, CA) August 2006 – November 2006 Network Administrator

* Maintained small business peer-to-peer network
* Responsible for the troubleshooting and resolution of all software and hardware issues (desktops, Outlook, web browser, internet connection)
* Uploaded claims into database through website