Emma Williams

Tigard, OR 97224

(503) 278-2155

emma3@pdx.edu

**CERTIFICATIONS:**

* Testout PC Pro Certificate
* NCRC Gold (Platinum in reading and math)
* IC3 Digital Literacy Certification

**SKILLS AND QUALIFICATIONS:**

* 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

**EXPERIENCE AND TRAINING:**

***Portland State University Library, Portland, OR*** 7/19 - 12/19

Student Tech Lead

Sho Ikeda, User Support Specialist

* Troubleshot 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

***Portland State University Library, Portland, OR*** 10/17 - 6/19

Tech Support Help Desk

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

***Portland State Bookstore, Portland, OR***  3/17 - 4/17

Temporary Retail Team Member

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

***Tongue Point Job Corps Center, Astoria, OR*** 2/16 - 12/16

Student trainee, Computer Service Technician

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

***Tongue Point Job Corps Center, Astoria, OR*** 7/16 - 9/16

On-Call Technician Intern

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

**EDUCATON:**

***Portland State University, Portland, OR*** College

Former Student

***Tongue Point Job Corps Center, Astoria, OR*** CST Vocation Completion

***Tualatin High School, Tualatin, OR*** High School Diploma