Abraham Williams

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### OVER View

* Microsoft Certified Professional
* Over twenty years’ experience keeping pace with new technology
* Ability to communicate technical information to end-user
* Have excellent oral and written communication skills

### Technical Skills

**Operating Systems:** Windows 98/NT/2000/XP, Linux , Novell Netware,

**Networking:** LAN/WAN design and architecture, TCP/IP, Ethernet, IPX/SPX, VPN, various protocols

**Applications/Tools:** MS Office, MS Exchange, FileMaker Pro, Page Maker, Adobe, FTP Pro, Quick Books, Corel Suite, Photo Shop, Adobe Elements , DreamWeaver Apache Web server,

**Hardware:** PC / server assembly and repair, switches / hubs, DOCSIS 1.2 gear, Network Cabling, POS Systems, Digital Menu Boards

**Development Tools:** PHP, CGI, MYSQL, HTML

**Summary:** Applications: From DOS to Windows 7, from Microsoft Office 97 to 2010 including Word, Excel, PowerPoint, Outlook, and the new Expression Web. CompTIA courses include A+ and Network+.  
  
A computer trainer who is down to earth and enjoys seeing students light up when they learn the courseware. Approachable and knowledgeable Abraham can fulfill many roles, from trainer to computer repair to web design, he has experience in many roles. His greatest asset is his knowledge and humor.

**IST / Skinny IT 10/17 – Present**

Lead Field Technician

* Install POS Systems
* Digital Menu Boards
* Run network cables
* Install servers / Switches

**Peak Systems**

IT Consultant 09/13 – Present

* Windows Deployment
* Roll Outs
* System Upgrades

**UEI College**

Computer Services Technician Instructor 09/11 - Present

Teach the CompTia A Plus Curriculum to young men and women working towards their A-Plus and Network Plus certification.

**FSS Tech**

Technology Instructor / Technology Coordinator 01/08 – 09/11

Develop exercises, study guides, and quizzes to enhance and evaluate learning. Teach computer skills, including graphics, HTML, business communication, desktop publishing, Windows MSOffice and Website Design; write learning objectives and tests; evaluate student performance, develop self-study lessons, produce course advertisements. As the Technology Coordinator, I was responsible for maintaining a current curriculum including new and updated courses and supervising textbook selection. I supervised the department's full and part-time teachers.

**PH Computer Training**, Carson, CA 2001 – 2007

#### Computer Instructor and Technology coordinator

Develop exercises, study guides, and quizzes to enhance and evaluate learning. Teach computer skills, including graphics, HTML, business communication, desktop publishing, Windows MSOffice and Website Design; write learning objectives and tests; evaluate student performance, develop self-study lessons, produce course advertisements. As the Technology Coordinator, I was responsible for maintaining a current curriculum including new and updated courses and supervising textbook selection. I supervised the department's full and part-time teachers.

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**Media One**, **/ AT&T** **Broadband**  CA 1999 – 2001

High Speed Data Technician

Resolved problems dealing with dial-up access, cable modems, browser configurations, setup and configuration of Internet protocols, provisioned NI CS and Modems, tested modems for RX and TX levels, determined whether problem was caused by subscribers hardware, software or the fiber optic network, created trouble tickets for unresolved issues.

**IBM**, Long Beach, CA 1996 – 1998

Computer Analyst

Provided a point of contact for all users and the Data Center, receiving reports of problems and determination, carrying incidents through the process using available utilities, knowledge and resolving. If unresolved, direct the problem to the proper area for further analysis and resolution. Perform special project as assigned such a validating hardware, reporting routines and designing. Assist in the installation, movement, or removal of hardware.

**City Website Services**, [www.cwswebhosting.com](http://www.cwswebhosting.com), [www.citywebservices.net](http://www.citywebservices.net) Inglewood, CA 1990 – Present

#### Independent Consultant (self employed)

* Independent Computer Consultant Assisting corporate, small business, and home users with all types of computer issues including programming, networking, installation, configuration, troubleshooting and repair of Desktop and Laptop computers
* Tutored new users provided custom software and business solutions. Set up Internet/Intranet services, World Wide Web Servers, e-mail and Video Teleconferencing, systems. Designed websites

### Education

**Jackson Hewitt**

Income Tax Course 2007

**NovaQuest Info Systems** 1996

MCSE-Track

**Los Angeles City** **College**

Computer Science Major, 1985-87

### Licenses and Certifications

Microsoft Certified Professional (MCP)

MCSE Training

A Plus Certified

Acquired the ability to Program, Install, customize, optimize, network, integrate and troubleshoot micro computer systems  
  
**References:** Available upon request