Detra WILLIAMS

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Summary of Qualifications

Computer science professional with an extensive background in analyzing, troubleshooting, Helpdesk support, technical support, and customer service.

Technical Skills

* Technical Troubleshooting
* Analyzing
* User Training/Support
* Problem Diagnosis
* Customer Service
* Communication
* Conflict Resolution
* Collaboration
* Organization
* Attention to Detail
* Phone, Online, and Deskside Support
* Software Installations
* Hardware Configurations
* Preventive Maintenance
* Microsoft Office Suite 2010, 2013, 2016
* Windows XP, 7, 8, 10
* Microsoft Office 365
* LAN Connectivity
* TCP/IP
* Windows Server

Education

DeVry University Irving, TX

Bachelor of Science, Computer Science

* Major, Database Management

PROFESSIONAL EXPERIENCE

Las Vegas Sands Corp. lAS vEGAS, nv Jan 2018 – PRESENT

Deskside Support Analyst I

TAUREAN cONSULTING gROUP lAS vEGAS, nv jUNE 2017 – Jan 2017

IT Contractor for Las Vegas Sands Corp

* Provide hardware and software support to local and remote end-users, including hands-on support and basic tutoring/instruction when necessary.
* Analyze, triage, diagnose and resolve complex, technical customer problems.
* Service Delivery: Recommend solutions, configure and deploy hardware, install software, setup large special events and perform preventative maintenance activities for users.
* Facilitate problem recognition, research, resolution and follow-up for routine user problems.
* Manage and prioritize work queue that may include incidents, requests and projects as well as providing status updates on assignments and identification of proper escalation points.
* Prepare well-structured work notes, resolution notes and tracking level of effort expended on incidents, service delivery and project tasks for Deskside utilization reporting.

Vision Networking Fort Worth, TX December 2015 – November 2016

Incident Management Engineer

* Migrated company email from Microsoft Exchange to Office 365 for over 300 users.
* Installed and configured application and operating system.
* Managed all new user accounts and equipment using Active Directory.
* Administered imaging of company PC’s and Laptops using VmWare.
* Maintained inventory of equipment and software licenses.
* Configured and maintained desktop, laptops, corporate mobile devices, tablets, and printers.
* Troubleshot and repaired hardware and network connectivity issues.
* Managed password recovery and resets using Active Directory, ARS, and Lockout Status Tool.
* Ensured proper documentation using ServiceNow and Fresh Desk ticketing system.
* Facilitated backup support of all company servers.
* Provided technical support for technology related issues for Windows 8, Windows 7, Windows XP, Microsoft Office Suite 2010/2013/2016, and other business related software/hardware using desktops, laptops, tablets, ipads, and wireless devices onsite and remotely.

Modis IT Staffing Fort Worth, TX MAY 2015 – October 2015

Helpdesk Analyst

* Provided first level technical support to AIGGS end users for technology related issues for Windows 8, Windows 7, Windows XP, Citrix XenApp/XenDesktop, Mainframe, Microsoft Office Suite 2010/2013, and other business related software/hardware using desktops, laptops, tablets, iPads, WYSE Terminals, and wireless devices.
* Managed password recovery and resets using Active Directory, ARS, and Lockout Status Tool.
* Ensured proper documentation for each interaction and escalate when necessary using ServiceNow ticketing system.

ADT Irving, TX October 2014 – MAY 2015

Field Support Center Customer Care Technician

* Analyzed, coordinated, and managed Residential/Small Business Employees/Dealers to complete installation of security systems, and initiate entry of sale data at point of sale.
* Provided specialized telephone support to field service technicians as they install alarm systems and ensure accuracy of account information using remote access, Microsoft, and Windows software.
* Provided backup support for data maintenance and programming support.

Monitronics Irving, TX June 2014 – October 2014

Customer Technical Support

* Utilized excellent listening, probing, troubleshooting and analytical skills to identify customer’s technical issues for one-call resolution.
* Successfully resolved the customer’s issue with multiple alarm systems while keeping the best interests of the company and customer in mind.
* Performed testing of new and existing security system equipment for communication lines and signal communication formats by direction over phone and remote access of alarm systems.

Sprint Fort Worth, TX January 2013 – April 2014

Technical Support Specialist

* Analyzed, diagnosed, and troubleshot customer issues with PCS phones, hand held palms, and connection cards determining issue if phone, tower, or coverage problem resulting in over 100% issue resolution.
* Successfully performed ESN Swaps, Phone Activations, MDN changes, Sync Blue tooth to phone, sync phone as modem to PC, and Sync Blue tooth to Computers for capability to customers.
* Handled customer inquiries, complaints, billing questions and payment extensions and service requests using Windows and Microsoft software.

Sedona Staffing San Diego, CA MAY 2012 – September 2012

Customer Service Representative

* Handled customer inquiries, complaints, billing questions and payment extensions and service requests.
* Listened attentively to caller needs to ensure a positive customer experience.
* Calmed angry callers, repair trust, locate resources for problem resolution and designed best-option solutions.
* Managed customers’ expectations by clarifying needs and identifying options.

Cox Communications San Diego, CA November 2008 – April 2012

Customer Service Representative

* Responded to telephone inquiries, providing quality service to customers and associates inquiring about availability of products, status of orders, billing, and resolving issues with cable, phone and internet.
* Listened attentively to caller needs to ensure a positive customer experience.
* Access electronic and paper cataloging systems to look up product information and availability using Windows and Microsoft software and hardware.
* Strived for quick complaint resolution; commended by supervisor for the ability to resolve problems on the first call and avoid escalation of issues.
* Exceled within a service-oriented company, demonstrating a talent for communicating effectively with customers from diverse backgrounds.

US Navy San Diego, CA October 2000 – October 2008

Operations Specialist

* Coordinated and managed radar surveillance for entire Strike Group.
* Responsible for the organized collection, processing, display, competent evaluation and rapid dissemination of pertinent tactical combat information to command and control stations.
* Maintain [combat information center](https://en.wikipedia.org/wiki/Combat_information_center) displays of [strategic](https://en.wikipedia.org/wiki/Strategy) and [tactical](https://en.wikipedia.org/wiki/Military_tactics) information, including various plotting boards and tables depicting position and movement of submarines, ships and aircraft as well as tote boards containing data relevant to the tactical picture.
* Operate [surveillance](https://en.wikipedia.org/wiki/Surveillance), tracking and height-finding [radars](https://en.wikipedia.org/wiki/Radar), [identification friend or foe](https://en.wikipedia.org/wiki/Identification_friend_or_foe) (IFF) equipment, [HF](https://en.wikipedia.org/wiki/High_frequency), [VHF](https://en.wikipedia.org/wiki/VHF) and [UHF](https://en.wikipedia.org/wiki/UHF) radios, [tactical data link](https://en.wikipedia.org/wiki/Tactical_data_link) systems, displays, computerized consoles, and peripheral equipment that allows system to interface with the [Aegis combat system](https://en.wikipedia.org/wiki/Aegis_combat_system).
* Conducted operational systems testing and evaluation.
* Facilitated classified materials handling, storage, and destruction.
* Customized record keeping for daily logs, reports, correspondences, and training plans.
* Responsible for division training and maintenance of all compartment equipment.
* Managed division supplies budget, ordering, and inventory.