**Devontae Williams**

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# Objective:

Resourceful and diligent individual seeking a job for an IT Technician position with Z Networks where I can utilize my problem-solving, customer-service and communication skills, and experience in identifying, researching and resolving various technical issues to provide support to end users; to increase organization’s growth.

# Skills & Abilities

# Ability to effectively communicate with team and customers with enthusiasm, professionalism and great customer service

* Effective communication and customer-service skills in providing technical support or fixing issues via phone and chat and building good rapport with clients or customers
* Superior analytical and critical-thinking skills and ability to problem-solve while using innovative thinking
* Ability to diagnose and resolve on-site and remote computing problems
* Well-developed understanding of best network security and industry practices
* Analytical and problem-solving skills with keen attention to detail
* Strong knowledge of networking principles, operating systems, LAN and WAN, Microsoft Office Suite and Windows, communication software, virus protection, peripheral hardware devices and other internal components
* Ability to operate comfortably and effectively in fast-paced work environment, and effectively prioritize and execute tasks under pressure

# Certifications

# CompTIA A+

# Anticipated test date for CompTIA Network + July 30, 2020

# Experience

**EMR CPR, *Desktop Relocation Technician (per diem)***Feb 2019-May 2019

* Installed computers and peripherals
* Disconnect, reconnect IT equipment
* Post move services
* Technician assistance for related hardware including cable management, monitor arms, and status updates

**UBreakIFix, *Mobile Repair Tech***April 2019- Aug 2019

* Explain complex technical issues to customers in a non-technical, simple to understand manner
* Ensure that customers have an enjoyable experience by providing superior customer service and exceeding customer expectations
* Keep track of all devices and inventory
* Utilize the point of sale system to maintain an accurate record of customer information and a real-time status of each repair
* Diagnose, troubleshoot and repair devices
* Provide recommendations for problem resolution

**EcoService Group, *Tech/Driver***Sept 2018- January 2019

* Experience operating, driving, cleaning and maintaining Gig vehicles
* Refuel and clean Gig cars in the fleet for a great Member experience
* Reposition Gig cars in various places to higher volume area and where appropriate
* Train new Car Share Associates to relocate, refuel and wipe down a fleet of Gig vehicles on the go
* Ensure the efficiency, quality and safety of work being performed
* Perform audits on other team members work, provide quality feedback
* Assist Supervisor in maintaining equipment condition and inventory

**DM Motors, *Automotive Sales Manager***Oct 2017-present

* Provided support to sales team as necessary and assisted customers with excellent service
* Provide daily technical support for email, system maintenance
* Install and maintain software, Dealer Management System
* Substantial understanding of budgetary procedures
* Took lead in promotions responsibilities to develop new marketing strategies
* Evaluated monthly revenue and prepared quarterly financial reports
* Set monthly sales goals and motivated staff to achieve such goals
* Overlooked and implemented team-building events to promote positive workplace