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| OBJECTIVE Self-motivated and proactive IT Technician seeking to join a dynamic and growing organization that will utilize my desktop and IT skills, facilitate my desires to learn new and emerging technologies, and allow an opportunity at personal development and career growth.  **EXPERIENCE**  **Stanford Children’s Hospital**, Palo Alto, CA-*Simulation Technician*  08/2019-01/2020  Under the direction of the Simulation Manager at the Center for Professional Excellency & Inquiry at Stanford Children’s Hospital, I’d execute the operational and technical aspects of simulated learning activities, simulation-based education, and scenario-based training in conjunction with simulation facilitators. I was required to develop operational and technical proficiencies in areas of maintenance, support, troubleshooting, implementation, and hardware/software updates, as well as perform maintenance duties on Laerdal and Gaumard’s high to low fidelity manikins and task trainers. Through extensive inventory duties, I was able to develop a solid understanding of medical equipment and supplies, hospital Code carts, defibrillators, and AEDs. I also performed set-ups and tear-downs of simulation sessions, (Basic Life Support BLS, Pediatric Life Support PALS, and Neonatal Resuscitation Program NRP), as well as assisted in role playing applications, props placement, and moulage set-up. Collaborated with AV department to resolve audio/video equipment issues and coordinated efforts with Facilities to assist in classroom maintenance and clean-ups. Numerous office duties which required the use of Office Exchange, Windows 10, Skype, MS Excel, MS Word, and Google Docs, as well managing and maintaining office’s computer equipment (Apple iPads, Apple TVs, and HP Laptops), and assigning room schedules to prevent scheduling conflicts among the simulation labs and classrooms.  **CSI Healthcare IT**, Jacksonville, FL- *Tier 2 IT Support Tech*  05/2019-08/2019  In this role I was contracted through CSI Healthcare IT to work in coordination with Stanford Hospital’s IS Team, where I participated in the deployment and post-deployment support of their Window 10-based computer systems at their new location. Primary functions involved the un-boxing and deploying of complete office and hospital systems, which included Dell PCs, monitors, workstations on wheels builds (WOWs), HP laptops, Apple iPads/charging stations, MFP printers, and POS systems. I also assisted in the configurations of said hardware and participated in the migration of end-user data from legacy systems to the new system. Moreover, I’d execute and implement cable management strategies to include dressing and connecting power and peripheral cables to the system, construct and install monitor arms, and place surge protectors and PSUs within offices and Nursing station settings. Verifying that local and networked printers’ drivers were installed on workstations and mapped properly with an IP address were also part of my duties as well  **HRS Micros**, San Jose, CA- *POS Field Technician*  07/2018-05/2019  In this role I was responsible for the maintenance and repairs of in-store POS hardware and related devices, terminals, cash drawers, and printers (IP/IDN/Serial) Duties would often include repairing and upgrading equipment in new stores or in shop, maintaining equipment transfer records, and communicating with customers in solving their technical issues. In some instances, I was required to configure POS equipment with user settings and IP addresses during installation and configure Micros and Epson printers to operate with terminals using serial, network, or IDN interfaces. Also used ConnectWise ticketing system and TeamViewer remote management software as well EMR CPR LLC, San Jose, CA- *Desktop/IT Support Technician*06/2016 – 05/2018 This was a direct-hire position in which my primary functions were to assist Fortune 500 clients in the relocation process by physically and professionally disconnecting and reconnecting workstation PCs systems and required peripherals and providing post-move tech support at client’s new locations. Work involved working collaboratively with professional movers and client’s IT staff to ensure correct and safe relocation processes, as well as disconnecting and reconnecting IT and desktop equipment to include careful packaging and inventory records. I was also required to provide a single point of contact for end users at their new locations to receive troubleshooting and support within their organization's desktop computing and network environments. Issues would often include network connectivity, PC not powering up, VoIP phone not receiving a dial tone, or desktop not communicating with local or networked printer. Also helped to resolve issues with docking stations, and external monitors, ultimately ensuring optimal workstation performances. Some assignments required hardware racking and stacking duties, in which I’d be required to adhere to port maps and elevation sheets, assist in building server racks, racking and cabling hardware servers, switches, PDUs, rack cooling systems, and cable management. Clients include Amazon, Symantec, Dropbox, Pure Storage, and EA Sports. Insight Global, San Jose, CA - *Helpdesk Support*09/2014-06/2016 Assignments which allowed me to work in a Help Desk Support capacity providing Tier-1 network and desktop solutions to end-users within an enterprise environment. Required to engage and track Priority-1 issues using Salesforce, and comply with all escalation procedures as detailed in the Service Level Agreement(SLA) I provided in-house IT and desktop support by phone, email, or on site, addressing common end-user issues, including email, network connectivity, and peripheral equipment. I also maintained documentation on all issues and subsequent fixes, and generated reports detailing common problems and error trends within the company. At times I was required to perform data back-ups, imaging, and software installations, as well software updates, and the usage of virus/spyware removal tools. Desktop and printer set-ups, and peripheral installations for purposes of providing end-user support to new employees were also common throughout my experiences. Clients included Jazz Pharmaceuticals, Palo Alto CA, and Western Digital, Mountain View, CA Vodastra Solutions, Dallas, TX— *PC Field Technician* 10/2013-08/2014  In this position I was responsible for handling and servicing PC hardware break fix calls at various small business locations throughout the North and South Bay Areas. Assignments required that I build, configure, and provide basic and advanced end-user troubleshooting and desktop repairs on Windows and MAC systems. This included repairing motherboards, laptop keyboards, LCD screens, network adapter cards, cooling fans, processors, and computer power supplies. I was also required to set-up PC and Apple desktops and laptops, and various mobile device for new employees on some calls. At times I’d resolve issues related to connectivity and network cabling and provided base level IT support to non-technical personnel within a small business. Other duties included virus removal, and data retrieval, as well as software installations and OS fixes. Assignments sometimes included installing data and power cable in server rooms and performing “racking and stacking” duties, .in which I was also required to troubleshoot system components before performing subsequent installations and documenting client’s hardware/software issues and any remedial actions taken. Clients included Wells Fargo, Carmel CA. & Monterey Dialysis, Monterey CA  **Western Digital,** Mountain View, CA—*Inside Sales*  *05/2013-09/2013*  Internship which entailed prospecting, qualifying, and generating new sales leads to support WD/Arkeia's sales team. Generally required to identify and develop new business prospects from multiple sources, including inbound marketing leads, prospect lists, individual research, as well as the use of Salesforce.com. Extensive telephone and mass communication such as email and social media to introduce the WD/Arkeia's data back-up solutions were a major component of my routine duties as well. Conducting a ‘needs’ analysis and identifying prospects’ ‘pain points’ to determine how the WD/Arkeia solution would speak to those needs were essential to my job functions. I also managed data for new and prospective clients in Salesforce.com, ensuring all communications were logged, information was accurate, and documents were attached. EDUCATIONSan Jose City College, San Jose, CA01/2010-06/2014 Studied Computer Networking Mission College, Santa Clara, CA 09/2015-06/2016  CISCO’s CCNA certification curriculum | *SKILLS**Extensive knowledge of PC hardware support and repairs. Installations and driver updates. BIOS configuration* *and CMOS settings.**Proficient in Windows 10/8/7 Microsoft Server 2012/2016 (Active Directory services to manage permissions, Users, Groups, and access to network resources) Microsoft Office, Outlook Exchange, Google Suite Adobe Photoshop/ Adobe Illustrator**Knowledge of virus & malware removal tools ( AVG, Symantec, Sophos, Kaspersky, & Norton )* *Demonstrated knowledge of Ethernet-based networking concepts and technologies(LANs WANs, and MANs) OSI Model TCP/IP Protocal Stack. UDP, FTP, HTTPS, SMTP, PPP, ARP, ICMP. DHCP AND DNS configuration**Network Cabling: Coaxial, Shielded Twisted Pair(STP) Unshielded Twisted Pair (UTP), and Fiber Optics. Straight-thru/Crossover.Rj-45/Rj-11 connectors**Networking Hand Tools: Cable Tester (RJ11&RJ45), Cable Crimping , Universal Cable splicers/cutter**Demonstrated knowledge of Router and switch configurations using Cisco IOS.**Kowledge of Network Virtualization and VPN technologies**Knowledge of disk imaging and recovery products : Ghost, Acronis, & Ontrack**Kknowledge of ticketing systems Spiceworks, Softtix, SalesForce & ConnectWise)**Managing, troubleshooting, and configuring mobile device( iOS 7.1 and later & Android)* *Excellent Customer service skills and Interactions* |