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.

**LA Promise Fund / Manual Art’s High School**

Information Technology Manager

**11/20 – 06/21**

* Install and setup equipment including laptops, desktops, servers, and networking hardware.
* Act as the main point of contact for all IT related issues
* Troubleshoot hardware and software issues.
* Install, test, and configure new workstations, peripheral equipment, and software.
* Maintain inventory of all equipment, software, and software licenses.
* Manage system peripherals, settings, and data per schools protocols.
* Support schools personnel in operations and systems.
* Configure routers, switches, firewalls, and wired/wireless phones.
* Support LANS, WANS, and Intranet systems.
* Act as liaison with vendors to ensure proper interface between various equipment during
* Installation, repair, updates, and failures.
* Negotiate maintenance costs for client computers, printers, networks and related equipment.
* Research equipment purchases, including cost of replacement/repairs, and prepare cost estimates.
* Monitor computer and/or communications equipment, local and offsite backups, network operations and performance.
* Perform preventive maintenance, diagnoses and repairs.
* Coordinate replacements, adjustments, servicing, and maintenance of equipment with outside vendors.
* Maintain and administer user access and security to multiple systems and platforms including but not limited to: Microsoft Active Directory, Microsoft Exchange Server, Microsoft SQL, file servers, print servers, spam filters, and any other hardware or application.

**IST / Skinny IT 10/17 – 10/18**

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.

**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