DANTÉ WILLIAMS

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Self-Starter, ambitious and educated entry-level IT software developer. Well versed in areas such as leadership, discipline, customer satisfaction, management, analytics, conflict resolution. Professionalism and administrative support. Collaborative, cross-functional leader with commitment to teamwork. Thrives in high stress environments. Well-respected senior leader whom works well with staff at all levels regarding policies, programs and processes. Promotes diversity and inclusion. Successfully completed Associates of Science in Automotive Technology. Currently pursuing Bachelors of Science in Computer Information systems with a 12/2021 graduation date. Proficient in all Microsoft applications, HTML and MySQL.

Skills

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| --- | --- | --- |
| * Resourceful * Professionalism * Python * Customer Satisfaction * Problem Solving * Communication | * Microsoft Office Suite * Adaptability * HTML * Keen Attention to Detail * Root Cause Analysis * Time Management | * Decision Making * Conflict Resolution * Debugging * Database Management * Leadership * MySQL |

Administration for Children’s Services

IT Help Desk Manager (40 Hours per Week)

03/2019 - Present

* Manages 13 programs designed to assist adolescents discover personal interests and capabilities.
* Design reporting systems for staff to track residential behavioral growth.
* Coordinates and facilitates staff meetings.
* Develop success planning for clients.
* Supervises 9 employees.

Mott Hall High School

IT Help Desk Technician (40 hours per week)

12/2017 - 03/2019

* Patched software/installed new versions to eliminate security problems.
* Responded to support request from staff and helped troubleshoot.
* Performed diagnostics to identify and rectify reported issues.
* Single point of contact for all technical support.

Swiss Post Solutions

Technical Support Specialist (40 hours per week)

10/2016 - 11/2017

* Maximized computer systems capabilities by studying technical applications and making recommendations.
* Consulted with users to determine appropriate hardware and software needs assists in placing orders.
* Installed, modified, and made minor repairs to computer hardware & software systems.
* Carried out software, network, and database performance tuning.

Currently enrolled in Bachelor of Science in Computer Information Systems, Lehman College (Estimated Graduation Date: 12/2021); Associate of Science in Automotive Technology, State University of Delhi (Grad Yr.: 2014); Education: Regents Diploma, Thurgood Marshall Academy (Grad Yr.: 2011), Google Technical Support Certificate