Dante Williams

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**Summary**

Bachelor of Science in Computer Information Systems with 5 years of experience delivering high-quality client satisfaction. Proven self-starter, ambitious and educated IT professional. Aspiring Software Developer, committed to lifelong learning with a passion for coding being the driving force. Proficient in all Microsoft applications, HTML, CSS, JavaScript, MySQL, and PHP. Well versed in areas such as leadership, discipline, customer satisfaction, management, analytics, conflict resolution, professionalism, and administrative support. Collaborative, cross-functional leader who promotes diversity and inclusions, works well with staff at all levels regarding policies, programs, and processes. Focused on continuously advancing in Software Developing, growing my skills, and conquering new challenges.

**Skills**

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

**Experience**

**IT Technical Support Manager, Administration for Children Services, March 2019-Present**

* Develop and evaluate innovative ideas to assess value added, impact, risks, challenges opportunities, and benefits for the organization.
* Provides customer service by assisting internal & external customers with technical problems and information requests.
* Analyze, design, develop, test, deploy, maintain, and continuously improve software solutions.
* Design reporting systems for all staff to track residential behavioral growth.
* Onboard and train new employees on IT applications.
* Manage service tickets and timesheets.
* Coordinate staff meetings.
* Supervises 9 employees.

**IT Technical Support Specialist, Mott Hall High School, December 2017-March 2019**

* Proactively anticipated needs, maintaining frequent and detail-oriented communication, and responding quickly to service requests.
* Configured, installed, and maintained IT user desktop software including current versions of Window, Mac, iOS, and MS office products.
* Scheduled and preform both remote and on-site support appointments with clients to set up and troubleshoot equipment.
* Assisted management by providing technical support and day-to-day work direction to the technical team.
* Followed up with customers to ensure satisfactory resolution.

**Help Desk Technician, Swiss Post Solutions, October 2016-December 2017**

* Maximized computer support systems capability by studying technical applications and making recommendations.
* Consulted with users to determine appropriate hardware and software needs when orders placed.
* Installed, modified, and made minor repairs to computer hardware and software systems.
* Maintained a fluid and well-organized inventory and storage system for all hardware.
* Served as the first point of contact for clients this setting the tone of the experience.
* Responded to customer issues via phone, email and computer chat.
* Maintained customer documentation and service logs.

**Education and Training**

Bachelor of Science in Computer Information Systems, Lehman College, 2021

Associates of Science in Automotive Technology, State University of Delhi, 2014

**Certifications**

* Google Technical Support