

# Patrick J. Will

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## Objective

Bright, analytical, and resourceful IT professional seeking an opportunity to resolve technical issues in a help desk or support role.

## Experience

### Support.com

*Remote Support Technician*  
November 2013 - Present

- Remotely provide wireless networking support for customers of a national Internet Service Provider.
- Troubleshoot internet connectivity and wireless networks, including restoring internet access, wireless network setup and configuration, connecting wireless devices to network, and remote access to customer's computer to resolve issues.
- Utilize multiple tools to troubleshoot, diagnose, and document issues, as well as a customized ticketing system used on every call.
- Member of a team that is consistently ranked #1 in productivity based on the company's expectations and rating system.

### www.shopseesters.com

(no longer active)  
*Web Designer/Developer*  
August 2011-September 2011

- Wrote semantic and valid markup of website using XHTML Strict standards.
- Designed layout and presentation using CSS2 standards.
- Edited illustrations and graphic designs using Adobe Suite.
- Revised code to comply with HTML5 and CSS3 standards.

## Skills

- Operating Systems: Windows XP/Vista/7/8; Mac OSX/Unix/Linux
- Productivity: Microsoft Office; OpenOffice
- Hardware/Software installation, configuration, and support
- Languages: Java, JavaScript, SQL, Python, PHP
- HTML5/CSS3
- Visual media and editing software, including the Adobe Suite
- Customer service and communication

## Education

- University of Phoenix, Livonia MI 2006 - 2010  
*Bachelor of Science in Information Technology*
- Michigan State University, East Lansing MI, 1995 -1996

## Qualifications

- 3+ years of experience in Information Technology, specializing in technical support, web development, and media production.
- Provides direct wireless network support to 30-50 customers a day.
- 5+ years of experience building, repairing, setup, and configuration of personal computers.
- Strong work ethic with an ability to think logically and obtain information needed to solve a problem.
- Experience working in a customer service environment.
- Strong organization and time management skills.
- Experience working in a team environment.
- Strong willingness and motivation to learn and adapt to new concepts.
- Ability to explain technical concepts to customers in a non-technical and easy to understand manner.

*References provided upon request*