EVERETT WILLIAMS

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650-490-6632

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WORK EXPERIENCE

Service Desk Technician

08/2014 to Present

Xantrion

- Worked on Deploying software via Powershell, GPO's and N-Central
- Migrated 200+ distribution groups from on-prem exchange to O365 at CalClosets via Powershell
- Helped write and implement powershell code at our clients to make life easier.
    - New hires, Terminations, Office 365 tools such as permission changes on calendars, individual folders, accounts, creating teams and groups in O365

(Please see tools.forthencho.com for much of the generic code/functions)

- Help respond to the Crypto-Locker Security incident with Guittard
- Helped deploy Bitlocker at 60 pers
- Help with maintaining and reporting on Incidents relating to Microsoft ATP
- Utilize powershell and N-Central to run reports on software installations, maintain users' computers, push software etc.
- Help Perform initial triage and investigation into security incidents to help write incident response reports
- Regularly check in with many different teams (currently 5)
- Build excellent personal relationships with coworkers and client staff onsite
- Help work with clients to figure out what their needs are when facing issues

ResNet Office

04/2011 to 06/2014

Humboldt State Housing - ResNet

Arcata, CA

Hired as a Residential Computer Consultant to assist all residents and faculty of the Humboldt State Housing department with computer software and hardware issues.

Helped diagnose network connectivity issues, minor hardware failures and even helped replace hardware components.

I helped upgrade the wireless system in the resident halls,

Designed and implemented a new online work order system for residents and staff to submit same day service tickets using languages such as HTML, JavaScript, PHP, CSS, MySQL, and FileMaker Pro.

SKILLS

Managing Office 365 Identities and Requirements (70-346)

Server Virtualization with Windows Server Hyper-V and System Center (70-409)

EDUCATION

California State University
Bachelor's
Computer Science
California State University, Humboldt
08/2009 to 04/2014