

# William Jorge Higareda

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## Objective

- To be promoted from my current position as an Office 365 Ambassador to the Overnight Shift Team Lead for Mural Consulting.

## Qualifications Summary

- Self-starting professional with extensive customer service and IT expertise within an ITIL framework providing helpdesk support, project coordination, troubleshooting, & management experience. As an Office 365 Ambassador for Mural Consulting, I've assisted my Team Lead and Team members on various tasks as needed and qualified for bonuses based on my KPI metrics twice within the past 2 quarters that I've been employed at Mural. Most importantly, I know how to duplicate myself and bring the best out of any team that I supervise.

## Education

**AA IN NETWORK SERVER/ADMIN | NORTH SEATTLE COLLEGE | 2014-2016**

- Related coursework: CISCO Routing and Switching, Linux/Unix for Sys Admins, Perl, MySQL, PC Repair, ITIL, Security +, Windows Server 2008, Windows Server 2012, etc.

## Skills & Abilities

### COMMUNICATION

- Customer support is key for any institution and what I bring to the table is an excellent track record of bringing people together and keeping them happy. I understand the importance of communication within an organization. I apply this skill set as a supervisor by listening to the concerns of my team members and acknowledging their needs in order to help their growth within the organization.

### LEADERSHIP

- I founded the North Seattle Cyber Stars, an I.T. club for students at North Seattle College. As the club founder, my responsibilities included; gathering the signatures necessary to start a club at NSC, working with the Student Advisory Board and Club Coordinator, drafting Club bylaws, organizing club meetings and events, nominating club members for administrative positions (Secretary, Treasurer, etc.) and working directly with the faculty club adviser for overall promotion of the NSC Cyber Stars.

### Recommendations:

***"I was always in awe of Will's ability to command a room and get people on board with ideas. Even people who were initially on completely different pages. His ability to juggle multiple projects was unlike any I've seen before and made a dramatic difference in the productivity level of our team."*** – Sean Rawlins, Senior Systems Operator, University of Washington (Source: [LinkedIn](#))

***"Will is a well spirited and dedicated person to have on the team. He's great at customer facing roles and is able to build rapport with individuals very quickly. I'd recommend him on sales team or other customer facing team that knows how to hustle and drive results"***. – Guy Morita (Source: [LinkedIn](#))

## Management experience

**Computer Support Technician II/Desktop Support | University of Washington (Athletics) | 2/28/16-8/1/17**

### Live Events:

- Provide Game Day tech support for all UW Sporting Events
- **Coordinate and Schedule student workers for live events**
- Oversee all aspects of the patch bay coordination for broadcasters in support of events at the stadium and event center.
- Interface directly with UW Video, PAC-12, ESPN, and other broadcasting personnel for the successful outcome of game-day A/V production operations.
- Develop and implement policies and operational procedures in relation to stadium and event center technical services best practices.

### Hardware & Software Support:

- Provide 1st and 2nd tier support for UW Athletics, assist IT Staff in providing support for MS Windows and Macintosh desktop systems.
- Construct, repair, and troubleshoot PCs and MACs. Install and configure workstations with department software.
- **Supporting the UW Connect (Service Now) ticketing system, delegating tickets to my student workers, and handling escalations when other staff and students cannot solve the problem.**
- Support Active Directory, exchange server, sql server, MS server 2000-2012, and provide technical support to computer users in the use of a variety of application measures. Train users on specific software applications.
- Respond to users as soon as possible and resolve requests via Service Now.
- After hour support of the Student Academic Services lab.
- Maintain IPTV equipment.
- Maintain accurate and complete files, inventories of hardware and software.
- Administer documentation of changes made to all systems.
- Develop and implement preventative maintenance techniques and procedures for all technical services and programs.
- Provide network support for Wireless Access Points (WAPS)
- Submit purchase requisitions for management approval; recommend, justify, and manage the purchasing of new equipment.
- Provide server, switch, and controller support. Liaise with network engineers to configure ports.
- Other job responsibilities as requested.

**IT HELPDESK/NET ID SUPPORT | NORTH SEATTLE COLLEGE | 9/14/14-2/28/16**

- Supporting Students, Faculty, and Staff with account setup and configuration and troubleshooting.
- Lab monitor for 45 seat open computer lab providing support, and maintaining systems.
- Assisting students with technical questions and providing limited support for their devices.
- Call Center/Customer support, triaging helpdesk queues, drop-ins, and over the phone.
- Escalated and coordinated work orders for Tier 2 and Tier 3 IT Support team.
- Classroom A/V, Desktop Computer, and laptop support.
- Data entry for inventory surplus
- Provide support for various events on campus
- **Managed other student workers and coordinated their schedules.**

### **Account Executive/Team Lead | Social Media Web Solutions | 2/2010-11/2011**

- Developed client lead generation CRM, seminar programs/workshops, and webinars to reach out to local business owners to explain more about social media as a peer-to-peer permission based marketing platform.
- Other duties included cold and warm calling prospects across Canada and U.S., in addition to contacting local business owners and doing one-on-one meetings to identify clients' needs, and fit appropriate internet marketing strategy.
- **Lead sales team and coached junior consultants in the sales process close business as a form of professional development and revenue generation. Created sales process, phone script, and identified best markets.**

### **References**

Lucas Reber – (206) 779-6101

Sean Trader – (206) 915-0163

Sean McDonald – (206) 250-5121