Daniel Williams

Senior Technical Support Analyst

Address Charlotte, NC
Phone 704-953-9384
E-mail d.j.williams1218@gmail.com

LinkedIn linkedin.com/in/danielwilliams84
WWW portfolio.danielwilliams.xyz
WWW github.com/djwillia84

Enthusiastic Senior Technical Support Analyst eager to contribute to team success through hard work, attention to detail and excellent critical thinking skills. Motivated to learn, grow and excel in Cloud Computing. AWS Certified Solutions Architect – Associate certified.

Skills

- **Cloud:** Amazon AWS- S3, VPC, IAM, Route53, Lambda, Cloudfront, Amazon API Gateway
- **Database:** MySQL, DynamoDB
- **Languages:** PHP, HTML
- **OS:** Windows, Ubuntu

Certifications

2020-08   AWS Certified Solutions Architect – Associate

Work History

2017-04 - Current

On Demand Courier Services

Self Employed, Charlotte, NC

- Contacted customers prior to delivery to confirm and coordinate delivery times.
- Fostered positive working relationships with customers by responding to questions and concerns.
- Completed on-time deliveries by choosing best and most efficient routes.

2014-08 - 2017-04

Senior Technical Support Analyst

LPL Financial, Fort Mill, SC

- Acted as liaison between Business Team and Technical team.
- Responded to support requests from end users.
- Helped improve new application projects by testing and providing feedback to developers from end users on how to improve platform.
- Trained Technical team on best support practices.

2008-03 - 2014-08

Freight Team Associate

The Home Depot, Charlotte, NC

- Exceeded service objectives by applying proven customer service and sales best practices.
- Provided training for new Freight Team Associates.
- Earned multiple employee rewards for excellent customer service.

Education

2003-08 - 2011-05

Bachelor of Arts: Software Information Systems

The University of North Carolina At Charlotte - Charlotte, NC