

Daniel Williams

Senior Technical Support Analyst

 Charlotte, NC, 28209

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 github.com/djwillia84

Skilled Senior Technical Support Analyst with broad base of experience in technical support and operations. Fast worker able to resolve problems quickly, delivering high levels of customer satisfaction. Excellent knowledge of Customer Service and Critical Thinking. Created a serverless portfolio website using AWS technology. Currently studying for the Amazon Web Services Certified Solutions Architect exam.

Skills

Customer Service	<div><div></div><div></div><div></div><div></div><div></div></div> <div>Excellent</div>
Critical Thinking	<div><div></div><div></div><div></div><div></div><div></div></div> <div>Very Good</div>
Amazon Web Services- EC2, S3, R53, VPC	<div><div></div><div></div><div></div><div></div><div></div></div> <div>Basic</div>
Microsoft Office - Word, Excel, PowerPoint, Outlook	<div><div></div><div></div><div></div><div></div><div></div></div> <div>Excellent</div>
CMS- Wordpress, Shopify	<div><div></div><div></div><div></div><div></div><div></div></div> <div>Average</div>
MySQL	<div><div></div><div></div><div></div><div></div><div></div></div> <div>Average</div>
PHP	<div><div></div><div></div><div></div><div></div><div></div></div> <div>Average</div>

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, Charlotte, NC

- Acted as liaison between Business Team and Technical team to ensure mutual understanding of processes.
- Responded to support requests from end users and patiently walked individuals through basic troubleshooting tasks.
- Helped improve new application projects by testing and providing feedback to developers from end users on how to improve platform.
- Collaborated with supervisors to escalate and address customer inquiries or technical issues.
- Trained Technical team on best support practices which improved Department service levels.

2008-03 - 2014-08

Freight Team Associate

The Home Depot, Charlotte, NC

- Stocked merchandise onto shelves for customer availability.
- 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.
- Regularly assessed sales floor stock levels to replenish with backstock merchandise before depletion.
- Operated RF scanners to track merchandise and verify contents of containers.



Education

2003-08 - 2011-05

Bachelor of Arts: Software Information Systems

The University of North Carolina At Charlotte - Charlotte, NC

- Completed coursework in Project Management, Databases and User Testing.
- Minor in Business