**Aurlea Williams**

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**Objective**: Part-time Employment

Location: DFW

**Skills**

Customer Service (10+ years),

MS Office 2016, 2013, 2010, 2007 and 2003

Windows10, 8.1, Windows 7, Win XP, Knowledge and training of ITIL

Active Directory, Group Policy Updates, Citrix Delivery Services Console, Microsoft Exchange Console,

Terminal Servers, Cisco routers, backup tape library,

Install, test and configure new workstations, on desktop computers and laptops, SCCM, and WinInstall

Email setup -Microsoft Exchange, Outlook), Configuring email for desktop and other wireless Citrix, Remote Desktop, GoToAssist, PC Anywhere, ReachOut, NetMeeting, ChrisControl, , AeroAdmin

UltraVNC Viewer, for remote desktop, and remote access using (Cisco AnyConnect VPN) to computers for troubleshooting.

Using HP Service Manager, BMC Remedy and TrackIt, Clarify, MAGIC, and Unicenter for creating and researching trouble tickets), printer installations (desktop and network), Setting up Cisco and Polycom phones

**Employment History**

**08/2014-current Helpdesk Analyst NCH Corporation**

* Responsible for desktop and remote support of company associates in house and in the field including travelling nationwide. If needed working from home.
* Creating new user accounts (AD & Exchange)
* Responsible for setting up new hires/associates’ computers by use of imaging, cloning, and WinInstalls
* Setup exchange email accounts on desktop and wireless devices (iphones, androids, tablets).
* Migrations from Windows XP to Windows 7 and Windows 10.
* Responsible for maintaining active directory accounts, checking user permissions, and changing information and maintaining group policy.
* Provides standard desktop and local area network support and analysis
* Serves as a technical expert regarding all aspects of desktop computer support and managing service request with BMC ticketing system
* Responsible for troubleshooting, resolving technical issues, and answering questions related to network connectivity, software, and hardware
* Responsible for installation, maintenance, and troubleshooting of printers, scanners
* Perform basic server administration (account maintenance, permissions, print queue)
* Diagnose and troubleshoot problems with Windows operating systems, network connectivity, file sharing, printing, and basic application functions
* Work on technical projects requiring expertise and creativity in analysis and deployment of technology
* Maintain standards and procedures documentation
* Attend meetings, tend to administrative functions, and perform other duties as assigned

**01/2014-08/2014 Service Desk Analyst Compucom**

* Managing calls with BMC Remedy, HP Service Manager, and Clarify
* Supporting multiple accounts nationwide. Doing migrations from WinXP to Windows7 through remote desktop.
* Trouble shooting Windows XP/7, Office Suites 2013, 2010, and Outlook2010, and 2013. Logs problem cases that cannot be resolved immediately and research for solutions.
* Setting up mail on desktop, cell phones, and other devices.
* Using Active Directory and Tivoli Identity Manager (ITIMS) setting passwords, checking user permissions, and changing user information.
* Use of Citrix, UltraVNC, Chris Control, and GoTo Assist, Lync, and Terminal Server to remote in and and troubleshoot end-user.
* Installing local and network printers.
* Installing applications with SCCM push software, and shared drive
* Troubleshooting pc issues and network issues through remote access
* Configuring email with Outlook Exchange.
* Configuring Cisco phones

**02/2002-01/2014 Texas Instruments Manufacturing Specialist**

* Worked with computer operated machines, performing scheduled maintenance making sure that the machines stayed within the required specifications
* Managed chemicals making sure everything was up to date, and fully stocked
* Troubleshooting machine errors, data entry, and tracking work being processed.
* Had to keep reports on productivity, machine down time
* Was responsible for maintaining production and training operators on the processes.
* Provided basic desktop support for operators
* Maintained Certifications
* Tested new processes
* Received continuous training on Chemical reactions and dangers
* Was also the head person over the HazMat team on my shift and department, of first responders making sure that it was a safe environment according to OSHA requirements.
* Was CPR Certified
* Backup support person when Team lead wasn’t available

**10/2000-11/2001 Network Design Engineer Unisys Corp., (contractor GSA)**

* Troubleshooted hardware and software issues
* Conducted tests and inspections of products, services, and processes to evaluate quality or performance
* Upgraded, and installed software and hardware, I became the Point of Contact for Lotus Notes issues and For Microsoft Office issues.
* Used GHOST imaging to prepare computers for new users, LAN/WAN connections Cisco routers,
* Setup e-mail using (Lotus Notes Domino Server 4.6, R5) AS5200, Citrix, remote access using from home using VPN to connect to external operators for troubleshooting,
* Supported over 500 users in-house, work from home, and field offices using ReachOut remote access, tracking technical problems through Magic, and also with AHD (Unicenter), printer installations

**10/1998-10/2000 Administrative Support and Computer Specialist Systems Plus, Inc**.

(contractor - Dept. of Labor)

* Provided high-level administrative support by conducting research, preparing statistical reports, handling information requests
* Trained and superviseed clerical staff; Processed payroll, updated earnings and leave statements, maintained direct deposit info and reports,
* Created presentations, spreadsheets, databases, updated the web page
* Trained in house users on company applications
* Inventory control, ordering supplies, and distribute unused furniture and supplies;
* Troubleshooted, upgraded, and installed software and hardware to meet specifications
* Monitored network connectivity
* Setup email with Microsoft Exchange

**Education & Training**

Computer Information Systems

Accounting

Devry University

Irving, TX

Certified Tax Preparer

H&R Block

Eastfield Community College

Unicenter-AHD Certified

References Given upon request