**Jason Williams**

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**Professional Summary**  
Dynamic Product Technical Support Administrator with a proven track record at Vigilix and Verizon Wireless, excelling in diagnosing complex technical issues and enhancing customer satisfaction. Skilled in Windows and Zendesk, I leverage critical thinking and problem-solving abilities to optimize system performance and drive process improvements, ensuring seamless connectivity for over 80,000 endpoints.

**Skills**

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| * Attention to detail |
| * Batch Scripting |
| * Critical Thinking |
| * Customer Support |
| * Data confidentiality |
| * Documentation and reporting |
| * Help desk tickets |
| * MS office |
| * PCI-DSS Compliance |
| * Policy implementation |
| * Presentation creation |
| * Problem-solving |
| * Process Improvement |
| * Quality Assurance |
| * Technical support |
| * Time management |
| * Training and development |
| * Troubleshooting |
| * VMWare * VirtualBox |
| * Windows |
| * Windows PowerShell |
| * Zendesk * Jira |

**PROFESSIONAL EXPERIENCE**

**Vigilix, Greenville, SC**  
*Product Technical Support Administrator* (March 2016 – Present)

* Diagnose and resolve 15+ technical issues daily for 80,000+ endpoints, ensuring network connectivity and system integrity using proprietary tools, Windows command prompt, and registry modifications.
* Create and maintain technical documentation in the Zendesk knowledge base, enhancing self-service resources for clients and internal teams.
* Manage customer interactions and support tickets using Zendesk, ensuring efficient issue resolution and customer satisfaction.
* Assist the sales team with onboarding new customers, setting up accounts, and providing guidance on product functionalities.
* Educate customers on Vigilix software features, benefits, and best practices to optimize their experience.
* Diagnose and resolve complex connection and communication issues between client computers, networks, and Vigilix servers using proprietary tools, Windows command prompt, and Windows registry modifications.
* Validate new website functionalities, document defects, and collaborate with developers to address and resolve major software bugs before deployment.
* Act as a liaison between customers, the Vigilix development team, and vendors, ensuring seamless issue resolution and technical support.
* Develop custom batch scripts to automate internal processes and assist customers with recurring technical challenges.
* Provide guidance on maintaining PCI-DSS compliance for customers utilizing Vigilix products, ensuring data security and regulatory adherence.

**Verizon Wireless, Greenville, SC**  
*Tech Expert* (July 2006 – March 2016)

* Analyzed and generated performance reports to optimize customer equipment functionality, improve service quality, and enhance network performance.
* Developed and executed reports to optimize service quality, enhance network performance, and identify potential revenue loss.
* Diagnosed, troubleshot, and resolved network and device issues related to voice and data services, leveraging multiple proprietary systems.
* **Created and managed** Remedy tickets for network-related issues, collaborating with engineers to ensure fast, accurate resolutions.
* Provided expert-level customer education on wireless products and services, fostering trust and improving customer retention.
* Conducted extensive testing and evaluation of pre-released hardware and software, documenting findings to ensure consumer readiness.
* Contributed to the development of a patented Verizon Wireless application that enabled customers to submit network issue tickets. *(Patent No: 9,071,551 B2, Issued: June 30, 2015.)*
* Acted as a mentor and training assistant for new hires in technical support, guiding them through complex troubleshooting processes and customer service techniques.

**Verizon Wireless, Various SC Locations**  
*Retail Support Technician* (December 2000 – July 2006)

* Assisted customers with troubleshooting and resolving handset-related issues, ensuring device functionality and satisfaction.
* Partnered with sales representatives to drive accessory and handset sales, increasing revenue through effective customer engagement.
* Installed and configured hands-free kits and in-car mobile phone systems for customers.
* Managed inventory to maintain optimal stock levels and reduce operational inefficiencies.
* Coordinated equipment repairs and installations by sourcing necessary parts and managing service requests.
* Provided coverage across multiple retail locations to support high customer demand and staff shortages.

**EDUCATION & CERTIFICATIONS**

**Champlain College** (In Progress)  
*Bachelor of Science in Cybersecurity*

* GPA: 4.0
* Member of Xi Beta Chapter, Alpha Sigma Lambda National Honor Society
* Relevant Coursework: Criminal Law, Forensic Accounting, Digital Forensic Investigative Techniques, Intrusion Analysis & Response, Ethical Hacking, Network Forensics, Operating System Forensics, TCP/IP Networking and Security

**University of Phoenix**  
*Associate of Arts in Information Technology* (August 2012)

* Relevant Coursework: Advanced Data Structures, HTML & Web Development, File Management, Critical Thinking, Programming, Wired & Wireless Networking, Image Editing

**Certifications:**

* **Linux Professional Institute** – Linux Essentials (LE-1) (January 2023)
* **ISC2** – Certified in Cybersecurity (CC) (February 2024)
* **Patent# 9,071,551** Issued June 30, 2015, for mobile trouble ticket application