

## Jarrett Williams

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### EXPERIENCE

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#### IT Support Specialist

2021 - Present

FDOT (Florida Department of Transportation) | Ocoee, FL

- Interfaces with end users to resolve complex problems concerning system function which have been escalated through a problem ticket process.
- Assesses diagnostic information and determines alternative courses of action. Recommends and implements process changes.
- Provides technical services in support of project work.
- Works with project teams to develop, engineer and implement defined technical activities.
- Creates and maintains systems software and hardware documentation and assesses system information where appropriate.
- Coordinates and/or conducts install, move, add, and change activities based for complex activities including integrated equipment and systems.
- Creates plan to implement changes and works with appropriate parties to ensure implementation is meeting expected time frames, service level agreements and other criteria.

### EDUCATION

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**Valencia College** | Bachelor of Applied Science in Computing Technology and Software Development

Expected August. 2022

- GPA: 3.8/4.0

Oracle Database SQL Certified Associate Certification

- Currently Pursuing

Oracle Cloud Infrastructure Architect Associate certification

- Currently Pursuing

### SKILLS

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Python | JavaScript | NodeJS | MySQL | Dart | Linux

