

Jarrett Williams

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SUMMARY

IT Support Specialist Monitor and troubleshoot Networks using Orion Network Monitoring tools, Tolls system hardware and software, Switches, Firewalls, Server, and remote technologies Monitor systems in operation and input commands to troubleshoot areas Utilize Linux/Unix to remotely troubleshoot system hardware Respond to faults in both LAN and WAN networks to rapidly restore connectivity and prevent unnecessary downtimes.

TECHNICAL SKILLS

Programming: C#, Python, Java, Perl, Unix Shell, Windows Shell, SQL (Oracle, MySQL), NodeJS, Linux **Web Development:** HTML/CSS, JavaScript, Dart

EDUCATION

Valencia College, Orlando, FL.

- Bachelor of Applied Science in Computing Technology and Software Development Expected: Dec. 2022
- GPA: 3.75 Dean's List
- Oracle Database SQL Certified Associate Certification – Currently Pursuing
- Oracle Cloud Infrastructure Architect Associate Certification – Currently Pursuing
- Relevant Coursework: Computer Maintenance, Mobile Device Security, Programming Concepts, Database Architecture & Management, Cloud Security, Computer Networks, Cisco Networking, Network Security

TECHNICAL EXPERIENCE

Florida Department of Transportation
Support Specialist

Feb 2021 – Present IT

- Monitor and troubleshoot Networks using Orion Network Monitoring tools, Tolls system hardware and software, Switches, Firewalls, Server, and remote technologies.
- Monitor systems in operation and input commands to troubleshoot areas.
- Utilize Linux/Unix to remotely troubleshoot system hardware.
- Respond to faults in both LAN and WAN networks to rapidly restore connectivity and prevent unnecessary downtimes.
- Utilize SCADA system for supervisory control, collection of data, and analysis.
- Handling user data using Active Directory and offering technical support.
- Troubleshoot clients operating systems such as Windows and Linux/Unix.
- Document all incoming calls and record technical issues addressed in each call.
- Maintain logs of resolution and communicate with vendors about ongoing problems.
- Experience in Front End Development with HTML, CSS, and JavaScript used to create web applications to help with time management.
- Experience with Oracle SQL for running queries.
- Experience with Python, used to create productivity desktop applications.
- Experience in Linux running commands in SSH.

Asurion
IT Support Specialist

July 2019 – Feb 2021

- Demonstrated professionalism and courtesy with customers while working to resolve complaints, problems or respond to questions.
- Broke down and evaluated user problems using test scripts, personal expertise and probing questions.
- Upsold products and services to increase company revenue by tailoring to the consumer.
- Explained technical information in clear terms to non-technical individuals to promote better understanding.
- Followed up with clients to ensure optimal customer satisfaction following support engagement and problem resolution.
- Troubleshooting experience using browser developer tools.

Wireless Advocates
Wireless Sales Expert

May 2018 – July 2019

- Greeted customers with warm smile and offered assistance with various wireless needs.
- Upsold accessories and warranty programs to customers by carefully explaining benefits.
- Consistently hit and exceeded sales goals by 20%.
- Built strong client relationships and provided high value-adding services.
- Diagnosed mobile phone issues as well as quoted accurate prices of the fix needed.

ACTIVITIES

- Collaborated with a group of students to build an Instagram clone database for a class project using MySQL.
- Built a website that took in user's emails via a form input and redirected to a database using MySQL, NodeJS and EJS.
- Click or scan QR code below for My Portfolio:



