Jarrett Williams

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EXPERIENCE

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

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

Python |JavaScript |NodeJS |MySQL |Dart |Linux