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, 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   **Feb 2021 – Present 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
- 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

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 here for My Portfolio