

LATERRAL D. WILLIAMS

[linkedin.com/in/ldwit](https://www.linkedin.com/in/ldwit) | dev.to/ldwit | github.com/ldwit | ldwit.com

SKILLS

Desktop Support, Active Directory, Azure, Entra, Intune, SharePoint, Jamf, MFA, VPN, Basic SQL

OS: Windows, Android, macOS, iOS

ITSM: Remedy, ServiceNow, ServiceHub

EXPERIENCE

DALLAS COWBOYS FOOTBALL CLUB | Desktop Support Specialist

Oct 2024 – Present

- Manages support tickets via ServiceNow.
- Manages inbound/outbound calls for remote and deskside support.
- Utilizes BeyondTrust (Bomgar) for remote connection/support.
- Provides technical support for all internal employee end-user computing platforms: Windows 10/11, macOS, accounting applications, CRM, customized sports hardware and applications.
- Contacts vendors for 3rd party support, warranty replacements/repairs.

WILLOW BRIDGE PROPERTY COMPANY | Desktop Support Specialist

Mar 2024 – Oct 2024

- Managed support tickets via ServiceNow.
- Managed inbound/outbound calls for remote and deskside support.
- Utilized Tanium for remote connection/support.
- Provided technical support for troubleshooting issues related to Microsoft Office, Windows 10/11, macOS, printers, check scanners, networks.
- Performed hardware tasks such as increasing RAM, replacing HD/SSD, fan, motherboard, screen.
- Contacted vendors for 3rd party support, warranty replacements/repairs.
- Administered Google Workspace for groups and user mailbox access.
- Utilized BetterCloud for mailbox delegation.
- Managed user access for applications such as Yardi, Entrata, RealPage, and FirstAdvantage.

TDAMERITRADE | Access Control Specialist

Feb 2018 – Dec 2023

- Processed 200+ user requests daily, ensuring compliance with company standards.
- Managed user access lifecycle across 15+ applications, utilizing Active Directory for provisioning, modification, and deprovisioning.
- Utilized UEM for mobile device management, MFA, and security enforcement.
- Administered Office 365 for mailbox and distribution list management.
- Utilized CyberArk for privileged access management and Centrify for elevated access tasks.

BAKERCORP | Sr. Help Desk Support Specialist

Apr 2016 – Feb 2018

- Performed deskside support, addressed phone and email queries for support.
- Utilized remote tools such as RDP and DameWare for remote support.
- Utilized Intune for device monitoring and management.
- Provided support for end-user technology such as desktops/laptops (Win 7), mobile devices, printers.
- Performed hardware tasks such as increasing RAM, replacing HD/SSD, fan, motherboard, screen.
- Utilized external drive reader for data recovery.
- Created SharePoint document library to facilitate easy resolution of recurring issues.
- Performed basic system administration tasks such as computer imaging.
- Assisted in troubleshooting AS400 batch release errors.
- Utilized security tools such as Symantec, McAfee, Malwarebytes for device protection.

PARSONS CORPORATION | Tier II IT Service Desk Support Technician**Nov 2014 – Mar 2016**

- Utilized Office 365 Admin for tasks such as email, mailbox, distribution list setup.
- Utilized XenMobile for mobile device administration.
- Utilized LogMeIn for remote support/troubleshooting.
- Monitored phone, email, chat, ticket queues to ensure quick response.
- Escalated issues to specialty teams when necessary.
- Utilized/updated knowledge base articles.

CERTIFICATIONS

ISC2 CERTIFIED IN CYBERSECURITY | ISC2, SEPT 11 2023 | EXPIRES: SEPT 11 2026

MS CERTIFIED | SECURITY, COMPLIANCE, IDENTITY FUNDAMENTALS | MS, JUN 17 2024 | EXPIRES: NA

GOOGLE CLOUD CERTIFIED, ASSOCIATE CLOUD ENGINEER | GC, JUL 13 2024 | EXPIRES: JUL 13 2027

EDUCATION

Louisiana Tech University, Ruston, LA

2008

Bachelor of Science, Health Information Administration