

William Speaker

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Results-oriented, with 6+ years of work experience and a proven knowledge of customer support, emerging technologies, and IT strategy. Aiming to leverage my abilities to successfully accomplish goals at your company. Frequently praised as adaptable and quick-thinking by my peers, and can be relied upon to help your organization achieve results.

Willing to relocate: Anywhere

Work Experience

Freelance Tech Support - Independent, LA

February 2018 to Present

ADDITIONAL SKILLS

Answer user inquiries regarding computer software or hardware operation to

Highly skilled in Linux (Debian resolve problems. and Ubuntu) usage and

Enter commands and observe system functioning to verify correct operations and administration detect errors. Skilled in Windows OS usage

Set up equipment for employee use, performing or ensuring proper installation of and administration cables, operating systems, or appropriate software. Highly Skilled in customer service

Install and perform minor repairs to hardware, software, or peripheral

Some experience with the use equipment, following design or installation specifications. of various industry defined

Read technical manuals, confer with users, or conduct computer diagnostics to

Emergent Technologies investigate and resolve problems or to provide technical assistance and support. (Blockchain, VR)

Technical Support Representative

Affinitiv - Rockford, IL

June 2022 to September 2023

As a Tier 1 Technical Support Rep, I

- Provided prompt and courteous assistance to customers via phone, email, or chat.
- Diagnosed and troubleshoot technical issues by following established procedures.
- Guided customers through step-by-step solutions and provided clear instructions.
- Documented customer interactions and solutions accurately in Zendesk.
- Escalated complex issues to higher tiers when necessary.
- Collaborated with team members to improve support processes and our knowledge base, and
- Maintained a professional and empathetic demeanor while assisting customers, with an over 90% customer satisfaction rating!

Donations Assistant

Goodwill Northern Illinois

October 2021 to August 2022

High School Diploma

Performed Customer Service duties

Performed Warehouse labor

Relevant Coursework

Did General Maintenance as necessary

Rock Valley College

Performed Janitorial Labor as necessary

A+ Dual Credit Enrollment

Network+ Dual Credit Enrollment

Freelance Landscaping

Freelance Landscaping Contractor - Independent, LA

April 2016 to September 2019

Schedule work for crews, depending on work priorities, crew or equipment Within availability, or weather conditions.

Plant or maintain vegetation through activities such as mulching, fertilizing, watering, mowing, or pruning.

Trained workers in tasks such as transplanting or pruning trees or shrubs, finishing cement, using equipment, or caring for turf.

Answer inquiries from current or prospective customers regarding methods, or price ranges.

Education

High School Diploma

Goodwill Northern Illinois Harlem High School - Harlem, IL

October 2020 to Present

Skills

- Cybersecurity
- Warehouse experience
- Ubuntu
- Linux
- Janitorial experience
- Computer networking
- GitHub
- Customer support
- Customer service
- Git
- Tree care
- Maintenance
- Landscape maintenance
- Debian

- Landscaping
- Computer operation
- Mowing
- Technical support
- Windows
- Operating systems
- Design thinking
- Zendesk
- CRM software
- Software testing

Links

<https://neonhazmat.github.io>

Certifications and Licenses

210W-04 Cybersecurity Within IT and ICS Domains (FY19)

Present

(Department of Homeland materials,
Security/Cybersecurity and
Infrastructure Administration)

ICS Cybersecurity Landscape for Managers (FRE2115 FY19)

Present

(Department of Homeland materials,
Security/Cybersecurity and
Infrastructure Administration)

Enterprise Design Thinking Practitioner

Present

(IBM SkillsBuild)