

Nick F. Williams

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An efficient and proactive professional with experience across multiple industries who feels most at home with all things IT and 'tech'. Possesses over half-a-decade of experience in first and second-line technical support for large, multi-user establishments whilst also benefiting from a background in the video games industry. Experienced with Microsoft servers, networking architecture & troubleshooting, desktop devices (Windows, Apple & Linux), MDM systems and cloud environments such as O365 and G-Suite. Following a post-Covid break, is now looking to re-enter the world of work, with a focus on further developing technical skills within an admired industry.

KEY SKILLS

- 5+ years of first and second-line technical support experience.
- Experienced with Windows Server, O365, G-Suite, remote desktop services and ticketing software.
- Solid understanding of AD, Group Policies, WSUS and Windows Server Back-up.
- Hands-on knowledge of wired and wireless network troubleshooting.
- Excels at dealing with senior stakeholders and discussing IT matters in a clear, concise manner.
- Project-managed several network overhauls including a £100,000+ installation.

PROFESSIONAL HISTORY

IN ORDER OF RELEVANCE

Turn IT On

IT Consultant

London

Sept '13 – Nov '14

- Was responsible for the IT services and support across multiple schools and academies throughout London ensuring their smooth functioning and security.
- Priority tasks were logged via a bespoke ticketing system with regular tasks including maintenance of Microsoft servers and associated services such as AD, WSUS, Print and DHCP.
- Assisted in installation, set-up and configuration of wired and wireless networks - predominantly NETGEAR and Ruckus.
- Provided daily support to a wide range of Windows and Apple desktops as well as managing multiple sets of mobile devices via Cisco Meraki MDM.

Turn IT On

Client Development Manager

London

Nov '14 – Feb '19

- Alongside continued technical involvement, became an integral part of the new School Development team formed to launch a strategic IT planning service for all customers advising them on hardware and software spending.
- Ran regular account management meetings with senior leaders to ensure schools were receiving the best possible service and to help them direct their IT budget and Computing planning.

- As part of this role, project managed the £100k IT refurbishment of Forest Hill school in London. This included complete server installation and migration, set-up of a new Office 365 tenancy, new wireless throughout and over 200 new laptops. Key point of contact for all project communications and responsible for stakeholder management.

Circus Street

Customer Success Lead

London

Jan '21 – Sept '21

- Strategically responsible for the success of global companies such as NIKE, Heineken and Nestlé in their use of Circus Street training, delivering maximum value against their spend.
- In-charge of overseeing full programme delivery including project management of launches via Salesforce, product demonstrations over Zoom and quarterly reviews.
- Played a pivotal role in the successful growth of several accounts to £100k+ enterprise, multi-year contracts through a first-class service and efficient networking.

Circus Street

Senior Account Manager

London

Feb '19 – Jan '21

- Worked across multinational brands, agencies and publishers to help them design, launch and maintain their online digital transformation learning programmes.
- This role included providing senior leaders with IT advice, including a collaboration with the head of IT to set-up and deploy a new Google Drive for the sales and accounts team.
- Frequently provided IT support during large meetings or townhalls, which included troubleshooting of audio-visual equipment.

Career Break

B&B Host

Normandy, France

Sept '21 – June '22

- Took some post-Covid time-out to assist family with their new B&B in Normandy, supporting my visually impaired mother-in-law.
- As part of this break, developed my HTML, CSS and JavaScript skills to design and code a website for this and other local businesses. Undertook these projects to facilitate a move back into tech.

EDUCATION & CERTIFICATION

FreeCodeCamp

Responsive Web Design

Online

March '21

Warwick University

PGCE with MFL Speciality

Warwick

Sept '10 – July '11

UX Design 5-Day Course

The School of UX

London

Nov '20

Swansea University

History BA (Hons) 2:1

Swansea

Sept. '02—June '05

PERSONAL BIO

I've had a passion for technology and problem solving since I first got my Commodore 64 as a child. Since then, I've constantly kept abreast of the latest tech and computing developments diving into whatever interests me at the time - currently, this is HTML, CSS & JS. In my free time, I'm an avid gamer, reader and - as Covid allows - swing dancer.