PAUL WILLIAMS

I.T. Systems Engineer

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EXPERIENCE

Systems Engineer

Dynamic Business Systems

📅 03/2023 - 09/2024   📍 NYC

- Chartered end user migration of 100 + PC's upgrading from Windows 10 to Windows 11
- Conducted a comprehensive hardware and software audit, identifying over $100,000 in excess licenses and outdated equipment, resulting in improved resource allocation
- Documented, investigated, and remediated client incidents through the utilization of ConnectWise (ticketing system) to provide efficient resolutions
- Managed users and devices via AD, Azure AD, MS Intune, Jamf, MECM/SCCM, MS 365, Google Workspace, Okta and Hexnode amongst other UEM and MDM platforms
- Provided networking support for issues involving shared folder access, latency or disconnection, VPN and RDP

IT Field Technician

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📅 01/2023 - 03/2023   📍 NYC

- Installed, configured and troubleshot laptops, desktops, workstations and other devices/peripherals within the scope of NYC k-12 budget allocation program
- Collaborated with team on a weekly basis to deploy on average of 15000+ hardware-based equipment to support NYC public schools
- Managed enrollment, application testing and software patches of devices
- Provided performance metric reports to IT department management
- Coordinated projects with the Project Management Office (PMO)

Technical Writer

P.W Technical Assignment Services

📅 07/2020 - 12/2022   📍 Remote

- Created in excess of 500 technical application documents in fields such as healthcare, law, flight operations, Devops and cloud management for emerging startups
- Drafted, reviewed, and presented communication guidelines for operators utilizing technologies with little knowledge of technical application
- Collects user data to determine areas of documentation that need revision and updating

EDUCATION

BS Political Science

Morehouse College

📍 Atlanta, United States

SUMMARY

Detail-oriented problem solver with experience in cloud computing, vulnerability testing, junior system administration and help desk functionalities. Driven professional possessing a strong appreciation for the link between active listening, time management, creativity, collaboration, and organizational success.

KEY ACHIEVEMENTS

💎 **PC Migration Expert**
Successfully migrated 100+ PCs from Windows 10 to 11 in 6 months.

💎 **License Audit Success**
Identified $100,000+ excess licenses, optimizing budget allocation in 2023 audit.

💎 **Hardware Deployment Lead**
Collaborated weekly deploying 15,000+ devices in NYC k-12 program.

💎 **Technical Document Creator**
Created over 500 technical documents for startups, enhancing operational procedures.

TRAINING / COURSES

AWS Certified Cloud Practitioner

SKILLS

Active Directory	Adobe Acrobat	
AWS	Azure	Azure Active Directory
Google Workspace	MS Intune	Jamf
Linux	Mac OS	MDM/UEM	Okta
Python	Qualys	RDP
MECM/SCCM	Skype	TeamViewer
Connectwise	VPN	Webex
Windows Server	PowerShell	
Windows 10/11	Zoom	