TALANDA WILLIAMS

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EDUCATION

B.S. Computer Science   **Projected Graduation: June 2018**
Concentration: Software Engineering Specialty
California State University Monterey Bay, Seaside, CA

SKILLS

•HTML5   •CSS3   •JavaScript (ES2015+)   •Python   •C/C++
•Telephone/In-Person Support   •Linux Distribution – Ubuntu   •Microsoft Office 365
•iSupport & Confluence   •Slack & ShiftPlanning Admin   •Microsoft Windows XP / Vista / 7 / 8 / 10

WORK EXPERIENCE

Service Support Specialist   Aug. 2016- Present
Information Support Services at San Jose State University, San Jose, CA

- Provide telephone/email support for Tier 1 and 2 help desk, informational, and password reset requests for over 30,000 students, alumni, faculty, staff, and applicants.
- Developed and conducted bi-annual training for 19 student assistants covering two computer labs and six residence halls throughout campus.
- Oversight of over 50 computers for student use covering the CVB and Clark computer labs and the rental of over 600 cable boxes for students to check out for use in their rooms.
- Give technical support to assist students with questions relating to the configuration of cable boxes, computer problems and room phone service via in person or phone support including going to their individual rooms.
- Given Security Access of Level 1 Data for managing of Student or Alumni password reset and information requests.
- Responsible for schedule management, supervision, and support for team of ISS student assistants.

Lead Student Technician   *Oct. 2010 – Aug. 2016*

- Work tasks expanded upon under Service Support Specialist role detailed above.

Desktop & IT Support Specialist

Anita Borg Institute, Palo Alto, CA   July 2015 – Current

- Accept technical support emails and tickets to the Help Desk ticketing system.
- Assign technical support issues that cannot be addressed by the Desktop and IT Support Specialist to the appropriate team member.
- Troubleshoot and resolve end-user hardware, operating system, and software-related problems in a timely manner.
- Keep the Help Desk Ticketing system current with detailed information regarding resolution/updates/etc.
- Assist in the configuration of new hardware for end users and troubleshoot and resolve basic network and web problems for end-users.

Full Stack Developer, Treofab   San Jose, CA   June 2014 – May 2015

- Creation of and maintenance for the front-end of Treofab.com using a combination of HTML5, CSS3, and JavaScript (jQuery) built on a responsive framework using Bootstrap 3.
- Implementation of PHP based API's to connect to a MySQL database back-end.
- Provide additional graphics design support and direction for graphical components (UI placement, banners, badges, etc).
- Collaborate with cross-functional team members on features, design and implementation and work cohesively to find solutions

Network Administrator Intern, Apollo Education Group Inc.   Phoenix, AZ   May 2013 – August 2013

- Oversaw the day to day management and maintenance of a large infrastructure built on a wide array of diverse systems, applications, products and services.
- Determined and addressed issues and outages as they arose to prevent or restore functionality to production
- Involved in the VCE VBlocks integration into the Apollo Compute Platform.
- Maintained the integrity of Apollo Group's 7,000 systems and applications for over 300,000 students and 15,000 Apollo Group & subsidiary employees.
- Responsible for the monitoring of 3000 wireless access points, approximately 200 voice media gateways, and over 400 UPS' across over 200 campuses.