

Antowine Williams

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EDUCATION

University of District of Columbia

Bachelor of Science/Information Technology

Washington,DC

May 2018

WORK EXPERIENCE

AFGE(American Federation of Government Employees)

Help Desk Technician

Washington,DC

Aug. 2019 – Feb. 2020

- Serve as the first point of contact for customers seeking technical assistance over phone or email
 - o Kept records and logs of daily events and maintain satisfaction 98% from users
- Work with the Project management team on PC maintenance and network equipment deployments.
- Worked with a team of 8 technicians supporting the entire company of 300 employees
- Re-image and rebuild computer, perform software updates on devices throughout the Headquarter building
- Remote access solution (VPN) implementation and support

Ria Community Center

Youth assistant

Washington, DC

2018-2019

- Help youth of underserved communities develop skills in reading and math
- Help kids with anti bullying programs, team building activities, supervise meals time, outdoor activities.
- Work with senior of the Brookland Manner community developing senior socialization programmings.

LEADERSHIP EXPERIENCE

Reaching Your Horizon / Ria Community Center (Brookland Manner Community Center)

Volunteer . teacher of Chess

Washington,DC

2018

- Help kids from 10-13 yr olds learn the fundamental of chess
- Show how critical thinking in chess can be applicable to everyday life decisions
- Problems skills on how conflict resolution can be used throw

SKILLS & INTERESTS

SYSTEMS: Unix, Linux, Windows, VMWare, Mac OS X, Mobile

DATABASES: Oracle, Access, MYSQL, MS Excel

LANGUAGES: Visual Basic, SQL, HTML, CSS, C++, JavaScript, PHP, SQL

SOFTWARE: MS Project, MSVisio, MS Office, Adobe Suite, Active Directory, Remedy Ticketing

Interests: Gym enthusiast, music connoisseur