

William Thomas Plant

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Support Level II QuickNode Miami, FL | Remote, Apr 2022 - November 2023

At QuickNode, I played a pivotal role in ensuring outstanding customer experiences within a network that handled over 10 billion monthly requests. Working with clients such as Coinbase, Opensea, and Google, duties encompassed addressing customer inquiries and debugging Web3 requests to collaborating closely with cross-functional teams and managing infrastructure. Leveraging my expertise in scripting languages such as Python as well as my in-depth knowledge of internet core protocols and the Ethereum JSON RPC spec, I excelled in delivering top-tier support. My proficiency in Linux host management, proactive alerting, and hands-on experience in technical customer support allowed me to contribute significantly to our customer-centric culture.

Managed Services NOC Engineer Lincoln IT, Hicksville, NY Aug 2020- Mar 2022

In this role my primary function is monitoring and escalations of our client networks and infrastructure to ensure continuity. In addition to monitoring all of our client sites, I handled any escalated issues or tickets coming from our help desk. Beyond these duties, I work on ad hoc projects with our various teams, from networking projects, to server maintenance and builds.

Account Manager, Prosource.it New York, NY Sep 2019 - Mar 2020

Here I work with key stakeholders to facilitate and coordinate various aspects of our main account in the NY region, WPP. This entailed working with WPP internal IT, Finance, and HR teams as well as C level executives from their subsidiaries to drive digital transformation projects in North America. Further, I assist the program and project management teams with administrative duties. Beyond this, I provide business development and outreach in the greater NY area.

Technical Support , Valiant Technology New York, NY Aug 2017-Sep 2019

Embedded at an entertainment law firm for a large part of my tenure, I was the first point of contact and handled all issues for the firm, from troubleshooting the network and servers, to providing day to day support for the Attorneys and Staff. Technologies employed at the firm include Office 365, Microsoft Server, Remote Desktop, Hyper-V, Meraki, Cisco, and Avaya phones. Daily tasks encompass phone configuration, onboarding and offboarding employees, help desk, and project coordination. Beyond this I was tasked with various database maintenance and backup, group policy deployments, and monitoring of critical systems both server and network. Outside of the Firm, I worked with a wide array of clients, interfacing with technologies including, but not limited to, G-Suite, Sonic Wall, Synology, Citrix, VMWare and more. I also participated in many projects, assisting in the install

Technical Support Gobi IT New York, NY Jan 2017-July 2017

This role encompassed remote troubleshooting, performing onsite calls, and delegating and working on tickets emailed through Connectwise. Tasks included everything from troubleshooting Quickbooks and Microsoft Office, to setup and deployment of AP's and VMWare servers. Worked with technologies including Cisco switches, Watchguard firewalls, 8x8 phones and many other vendor products.

Sales Manager, Observer Media Group New York NY-2011-2016

In this role my main focus was on managing accounts and developing new business opportunities. This entails constant client interaction and account tracking via Salesforce. Quantitative and qualitative research were key in reaching and exceeding revenue goals. Other

duties included working with different departments on ad trafficking. I also tracked employee hours for my department.

Teacher, YBM-ECC Seoul, South Korea 2009-2011

My primary role here was teaching English to native Korean speakers. I taught various age groups, and skill levels. Designing creative lesson plans and classroom management played a key role in providing a productive learning environment for students. Outside of the classroom I was a liaison to foreign teachers from the U.S. and abroad.

Skills | Technologies

GitHub, Linux, JSON, JSON RPC, ChatGPT, Zendesk, HaProxy, JavaScript, Productboard, Metabase, Slack, Python, HTML and CSS, Troubleshoot PC and Mac, Provision workstations for new users, installing all necessary software, connection to domain and encryption such as Bitlocker, and Deslock, Office 365 Administration and Powershell, Use of automation tools for provisioning workstations such Clonezilla, Chocolatey, Active Directory, creating, updating, setting folder permissions, ticketing software, Autotask and Connectwise, Set up and Troubleshoot VPN, Set up and troubleshoot Amazon workstations, Troubleshoot MS Outlook, Office 365, Intermedia, Voiceover IP and SIP, Meraki AP's set up and manage, Ubiquiti Unifi Set up and deploy access points, Create schematics of network architecture, Troubleshoot Hyper-V and Citrix remote desktop, VMware, Vsphere, Virtualbox, Esxi, Set up MS Server 2012 HP Proliant, Set up network storage for end users, Kaseya, and Autotask Endpoint Management, IT camera installation.

Relevant Certifications

- Google Project Management
- AWS Certified Cloud Practitioner
- Windows Server Administration Fundamentals 98-365
- CompTIA A+ 220-801
- Cisco Certified Network Associate