

Shawn Williams Jr

📍 Clinton, MD | 📞 301-801-5722 | ✉️ Shawnjr13@gmail.com | 💼 <https://www.linkedin.com/in/shawnjr97/> | 🐙 <https://www.github.com/maxter97>

SUMMARY

IT professional with expertise in technical support, system administration, and cloud computing. Certified in CompTIA A+, Security+, AWS Solutions Architect, and Azure Fundamentals. Proven ability to enhance system efficiency and user satisfaction through effective troubleshooting and deployment strategies for over 2,000 users. Seeking to leverage skills to further improve IT support operations.

EDUCATION

Prince George's Community College | *A.A.S, Computer Engineering Technology*

Jul 2021

WORK EXPERIENCE

University of Maryland, College Park | *Information Technology Support Assistant*

Aug 2023 - Jul 2025

- Served as primary technical advisor for troubleshooting, identified and provided solutions for IT-related issues across the School of Architecture, Planning, and Preservation.
- Conducted security analysis on workstations to decrease security risk while upgrading and performing routine maintenance for 200 systems.
- Managed a shared email system to organize and track issues, communicate updates, documentation, and ensure accurate reporting, leading to a 20% improvement in service efficiency.
- Provided comprehensive technical support for hardware and software issues daily, utilizing front-end, phone, and email communication. Assisted in the procurement and deployment of new systems, ensuring accurate configuration of operating systems, applications, and network properties.
- Provided technical support, earning positive feedback and recognition from users, which improved user satisfaction

Oxford Global Resources/FCC | *Deployment Technician*

Apr 2023 - Jul 2023

- Collaborated with IT leadership to successfully migrate over 2,000 users from Virtual Desktop Infrastructures (VDIs) to laptops, ensuring seamless reintegration into the office environment. Conducted comprehensive training sessions to facilitate user adoption and enhance productivity.
- Deployed and upgraded workstations with new applications based on least privilege, improving security and application performance for employees.
- Provided on-site technical enablement to end users on basic usage, security procedures, and self-troubleshooting, leading to a reduction in support requests and improved user confidence.
- Served as technical support for users and devices using ServiceNow, creating and updating tickets, and assisting in triage to ensure SLAs were met efficiently.

Fortitude Systems | *Technical Services Representative*

Feb 2023 - Apr 2023

- Communicated with end users to resolve technical inquiries regarding software programs, connectivity, and printing, enhancing user satisfaction and reducing follow-up requests.
- Solved technical issues for an average of 25 end users daily remotely, improving response times and enhancing overall user experience.
- Documented end-to-end technical support process with customers utilizing Zendesk, leading to streamlined support operations and quicker issue resolution.

CERTIFICATIONS

CompTIA A+: Issued Nov 2022

AWS Solutions Architect - Associate: Issued Dec 2024

CompTIA Security+: Issued July 2024

Microsoft Certified: Azure Fundamentals: Issued June 2025

PROJECTS

Home Lab

Developed a home lab to enhance technical skills and simulate real-world IT scenarios, improving problem-solving abilities and proficiency with IT tools. Utilized Docker for virtual applications, designed networks with Cisco Packet Tracer, explored AWS for cloud deployments, and implemented system monitoring with Prometheus and Grafana.

TECHNICAL SKILLS

Version Control: Git, GitHub | **Programming:** Python, PowerShell, Bash | **Web Development:** HTML, CSS | **Operating Systems:** Linux, Windows, macOS, ChromeOS, iOS, Android | **Productivity:** Google Suites, Microsoft Office, Slack, Zoom | **Cloud Computing:** AWS, Azure Networking, TCP/IP, DNS, DHCP | **Virtualization:** VMware, Proxmox, Docker | **Management:** Active Directory, Jamf