

LARRY WILLIAMS

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To obtain a challenging position as a Desktop Support Supervisor that will allow me to use my skills in customer support and service in the Information Technology Field.

- Windows 7, 8 10 Install/Upgrade/Support
- Active Directory
- Networking Troubleshooting
- VoIP Phone Troubleshooting
- Microsoft Office 365 Install
- Anti-Virus Set Up and Install
- Software/Hardware Support
- Hardware/Software Upgrades

EXPERIENCE

JANUARY 2019 - PRESENT **HELP DESK ANALYST, GRANT** **THORNTON**

- Support 500+ Users Laptop (Microsoft Office, Excel, Word, Access)
- Install and manage team of 15 technical support staff
- Windows 10 Migration Lenovo to Dell hardware
- Network Troubleshooting, Active Directory
- Install, Troubleshoot VoIP phone system
- Monitor Remedy Ticket system and assign tickets to staff

JANUARY 2014 - OCTOBER 2018 **DATA ANALYST / DEVELOPER** **ASSISTANT, BLUE BOOK DALLAS**

- Support 30+ Users Laptop (Microsoft Office, Excel, Word, Access)
- Application Support for Billing System
- Install Software, Anti Virus Set Up and scheduling
- New Hire set up workstations/User Network Account

OCTOBER 2010 - JANUARY 2014 **DATA ANALYST, INDUSTRY** **CONSULTING GROUP (BROWN &** **BROWN)**

- Support 200+ Users Laptop (Microsoft

Office, Excel, Word, Access)

- Install/Uninstall customer application on desktop
- Network profiles set up for new hires in Active Directory

EDUCATION

OCTOBER 2012

SOFTWARE DEVELOPER, EL CENTRO COLLEGE

Computer Information Technology - Certificate (Programmer, Software Programmer Developer Assistant, Technical Support)

NOVEMBER 1995

US SCHOOL OF LOGISTICS, LITTLE CREEK VIRGINIA