

Noah Williams

HELP DESK TECHNICIAN

Columbus, OH

PROFESSIONAL SUMMARY

Help desk technician providing first-line technology support for about 90 office and teaching staff across two sites. Works with Windows laptops, Microsoft 365, shared printers, video calls, and staff equipment preparation. Earlier roles covered residential internet support and computer-accessory sales. Explains checks in plain language, asks what a user has already tried, and records the information another technician needs to continue the work.

CAREER HIGHLIGHTS

- **New-hire preparation:** Built a setup checklist with the office administrator after new staff sometimes arrived before equipment was ready. The checklist brings together the laptop, account request, printer access, and collection date, with a review before each start date.
- **Useful technical handovers:** Developed a practical approach to support notes across residential internet and workplace IT: record the problem, checks already completed, and test results so the next person can continue without starting the conversation again.
- **Checking before recommending:** Built customer-service experience by confirming device models or looking at photos of ports before recommending cables. Carried that habit of checking the situation first into phone support and help-desk work.

WORK EXPERIENCE

Help Desk Technician

Bridgeway School Services | Columbus, OH | 9/2022 - Present

Provide first-line IT support for about 90 office and teaching staff across two sites. Help with day-to-day device and account questions, prepare equipment for new colleagues, and maintain records of laptops and monitors.

- Respond to help-desk requests involving Windows, Microsoft 365, shared printers, and video calls, explaining troubleshooting steps clearly to office and teaching staff.
- Prepare laptops for new staff using the agreed checklist, and coordinate with the office administrator to review equipment needs before each start date.
- Track the laptop, account request, printer access, and collection date in the setup checklist so the people preparing a new starter can see each part.
- Handle setup work within the access available to the role and ask the IT manager to approve account permissions that require their authority.
- Record troubleshooting steps and fixes in tickets so colleagues can pick up an open request with the details of what has already been tried.
- Keep laptop and monitor inventory records up to date and flag equipment needing repair, maintaining useful information alongside the team's support work.
- Maintain short help-desk guides for recurring printer and video-call questions, using screenshots and asking a colleague to check the steps before sharing them with staff.
- Record loan laptops, chargers, and expected return dates in the equipment log, then check returned items before making them available to another member of staff.

Customer Support Representative

Lakeview Internet | Columbus, OH | 1/2020 - 8/2022

Helped residential customers with service questions, router setup, and basic connection problems over the phone. Escalated issues to the technical team with the checks and results already recorded.

- Asked callers what they had already tried and checked the service status before deciding which connection checks to explain next.

- Guided customers through router setup and basic connection checks over the phone, adapting the explanation to the steps already completed.
- Included a clear description of the problem and relevant test results when passing a case to the technical team for further investigation.
- Arranged technician visits when needed and explained the appointment window so customers understood when the visit was scheduled.
- Confirmed a contact number and access instructions for technician visits, adding those details to the case so the field team could prepare for the appointment.

Sales Assistant

Northfield Electronics | Columbus, OH | 7/2017 - 12/2019

Helped customers choose everyday computer accessories and handled collections and returns at the service desk. Kept display stock tidy and checked product compatibility before making a recommendation.

- Asked customers to confirm their device model or show a photo of the port before recommending a cable, checking the connection rather than relying on the product name alone.
- Helped customers choose compatible keyboards and other accessories, and asked a more experienced colleague when unsure instead of guessing.
- Processed collections and returns at the service desk as part of the shop’s routine customer-service work.
- Kept display stock tidy and reported missing labels or damaged packaging so the shop team could address the problem.

Computer Room Assistant

Riverside Community Center | Columbus, OH | 1/2016 - 6/2017

Worked part time in a community computer room, helping visitors use shared computers and printers. Prepared the room for booked sessions and referred equipment faults to the center’s technical contact.

- Checked keyboards, mice, and printers before the room opened, noting equipment that needed attention and directing visitors to an available workstation.
- Helped visitors find the print controls and choose the correct printer, explaining the steps without taking over their personal documents or accounts.
- Kept computer-session bookings current and reminded visitors when their booked time was ending so the next person could use the workstation.
- Introduced a fault log after the same printer problem was reported on separate shifts. Recorded the workstation, symptoms, and checks completed so staff could give the technical contact one useful account.
- Reminded visitors to sign out of their accounts before leaving and followed the center’s procedure for checking that shared workstations were ready for the next session.
- Kept paper and basic printer supplies available, and told the office team when the computer room needed replacement items.

EDUCATION

Associate of Applied Science in Information Technology

Columbus State Community College

PROFESSIONAL SKILLS

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| • Help Desk Support | • Windows Support | • Microsoft 365 | • Printer Support |
| • Account Setup | • Laptop Preparation | • Ticket Documentation | • Troubleshooting |
| • Equipment Inventory | • Video Call Support | • Issue Escalation | • User Guidance |