

ETHAN WILLIAMS

IT Professional | Ready to Support Your Tech Needs

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CAREER SUMMARY

*Resourceful and customer-focused IT support professional with 8+ years of experience in customer service and technical environments. Recently **CompTIA A+ certified** and actively transitioning into an entry-level IT role, with hands-on experience assisting coworkers with both PC and Mac issues, basic system setup, and spreadsheet tracking using Excel. Strong foundation in service ticketing workflows, problem-solving, and cross-functional collaboration. Ready to thrive in a help desk or technical support setting.*

SKILLS

Technical Support – Troubleshooting – Windows, macOS, Linux – Microsoft Office
Google Workspace – Customer Service – Team Communication – Conflict Resolution

PROFESSIONAL EXPERIENCE

Retail Technology Support Specialist

2023 – Present

AVM-LSMT / Austin, TX

- Provide front-line customer service and sales support in a high-traffic retail environment, balancing multiple responsibilities and priorities.
- Serve as the store's informal IT support, assisting with technical troubleshooting, basic system setup, and hardware repurposing (PC and Mac).
- Support both staff and management by resolving software/hardware issues and maintaining functional POS systems and peripherals.
- Maintain spreadsheets in Microsoft Excel to track transaction data, employee performance metrics, and contest results.
- Monitor and troubleshoot security camera system issues and ensure uptime.
- Communicate store policy updates and procedural changes to staff clearly and effectively.

Audio Production Services

2014 – 2023

Self-Employed

- Delivered remote technical support to clients using DAWs (Digital Audio Workstations) and recording equipment, assisting with software configuration and troubleshooting.
- Managed client files, backups, and collaborative workflows, ensuring smooth communication and data management across cloud platforms.
- Provided end-to-end production services including recording, editing, mixing, mastering, and remixing using industry-standard tools.
- Developed strong client communication skills through project management, feedback loops, and issue resolution.
- Self-managed deadlines, revisions, and deliverables in a fast-paced freelance setting.

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Multi-Department Specialist

2020 – 2021

Lakeshore Outdoor Living / Hudsonville, MI

- Troubleshoot and resolved network connectivity and basic IT hardware/software issues for staff across departments.
- Updated computer systems and supported technology transitions for administrative use.
- Provided customer support both in person and by phone; answered technical product questions and documented special orders.
- Operated CNC machinery and assisted with custom fabrications based on digital specifications.
- Maintained accurate order tracking and material handling while balancing multiple job functions in warehouse and front office roles.

Delivery Driver

2019 – 2019

Postmates / Los Angeles, CA

- Managed real-time order fulfillment, app-based navigation, and customer communication under time constraints.
- Demonstrated reliability, time management, and attention to detail in a fast-paced, customer-facing role.

Manufacturing Associate

2017 – 2018

Herman Miller / Zeeland, MI

- Performed detailed assembly and quality inspections on office furniture components.
- Collaborated with team members to meet production deadlines, assist machine operators, and maintain workflow continuity.
- Adapted to flexible scheduling and overnight shifts to support 24/7 operations.

EDUCATION AND CERTIFICATIONS

CompTIA A+

2025

Diploma in Music Production / Icon Collective, Burbank, CA

2019-2019

OSHA – General Industry Safety

2015

AAS Audio Technology / SAE Institute, Chicago, IL

2015-2017