
Ethan Williams

Austin, TX | (512) 815-3771 | ethan@ehwilliams.com | [LinkedIn](#)

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, inventory and asset tracking, and spreadsheet reporting using Excel. Strong foundation in problem-solving and cross-functional collaboration. Ready to thrive in a fast-paced technical support setting.

EXPERIENCE

AVM-LSMT, Austin, TX - *Retail Technology Support Specialist*

2023 - PRESENT

- Provide front-line customer service and sales support in a high-traffic retail environment, communicating store policy updates and procedural changes to staff clearly and effectively.
- Serve as the store's informal IT support, assisting with technical troubleshooting, basic system setup, and hardware repurposing (PC and Mac).
- Configure and deploy new desktop computers as needed, migrating Outlook, Firefox bookmarks/passwords, and personal files so work can resume with zero disruption.
- Support both staff and management by resolving software/hardware issues and maintaining functional POS systems and peripherals.
- Support the annual physical inventory count by pre-verifying assigned sections in advance and researching items flagged as missing afterward, most often due to scanning errors.
- Perform recurring inventory counts, verify incoming shipments against vendor invoices, and enter invoice data into POSIM to keep item records accurate and current.
- Maintain spreadsheets in Microsoft Excel to track transaction data, employee performance metrics, and contest results.

Freelance Audio Production - *Audio Engineer*

2014 - 2023

- Provided end-to-end production services (recording, editing, mixing, mastering) while self-managing deadlines and client communication in a fast-paced freelance setting.
- Managed client files, backups, and collaborative workflows, ensuring smooth communication and data management across cloud platforms.

Lakeshore Outdoor Living, Hudsonville, MI - *Multi-Department Specialist*

2020 - 2021

- Diagnosed and resolved network connectivity and basic IT hardware/software issues for staff across departments, including updating computer systems and supporting technology transitions for administrative use.
- Provided customer support in person and by phone, answering technical product questions; also operated CNC machinery and handled deliveries and order tracking.

Herman Miller, Zeeland, MI - *Manufacturing Associate*

2017 - 2018

- Performed detailed assembly and quality inspections on office furniture components, collaborating with the team to meet production deadlines and maintain workflow continuity.

EDUCATION AND CERTIFICATIONS

CompTIA A+ - 2025

Google IT Support Professional - 2025

Welcome to ServiceNow Micro-Certification - 2026

Diploma in Music Production, Icon Collective - 2019

AAS in Audio Technology, SAE Institute Chicago - 2017

SKILLS

Technical Support, Troubleshooting (Hardware, Software, Network), Windows / macOS / Linux, Inventory & Asset Tracking, Data Entry, MS Office (Excel, Word, Outlook), Google Workspace, Customer Service & Phone Support, ServiceNow, ITSM, Ticketing Systems