



# William Montgomery (he/him)

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## Experience

**October 2023-Present**

**IT Support Technician • Amazon Web Services**

Repairing and servicing AWS servers, networking and other hardware applications. Utilizing in-house hardware and software services, managing inventory and troubleshooting enterprise technology infrastructure. Taking on special assignments and completing high-priority tasks in a fast-moving environment to restore critical applications to the business and customers.

**September 2021–October 2023**

**IT Support Technician • Total Quality Logistics**

Troubleshooting and servicing desktop hardware, Windows OS, Microsoft Office and Citrix products. Providing support for internal applications, fulfilling requests with Microsoft Exchange and Active Directory. Using critical thinking skills to analyze root causes for complex issues and responding to phone calls and tickets, meeting SLA targets while achieving high customer service survey scores. Traveling and on-call as needed.

**January 2021–September 2021**

**Accounting Customer Service • Total Quality Logistics**

Evaluating customer concerns, resolving payment-related conflicts, communicating with other teams to accomplish large tasks. Utilizing teamwork to achieve high efficiency and responding to all matters with urgency.

## Education

**Great Oaks Institute of Technology, Milford, Ohio**

- Enrolled and excelled in Computer Service Technician & Networking course, graduating in 2019.

## Communication

William is able to proficiently articulate both simply and technically, when each case is more appropriate to achieve efficient



Columbus, Ohio  
United States



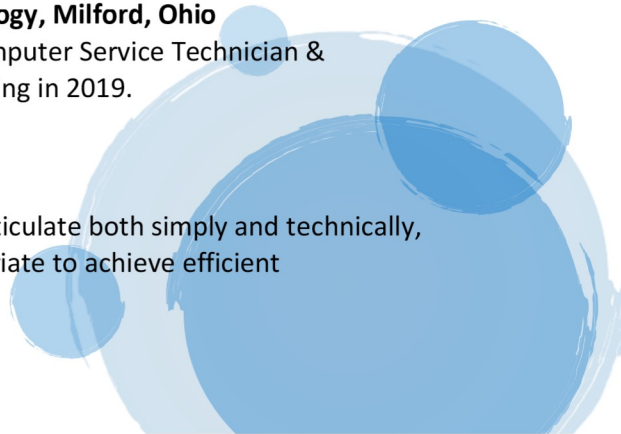
(513) 760-3011

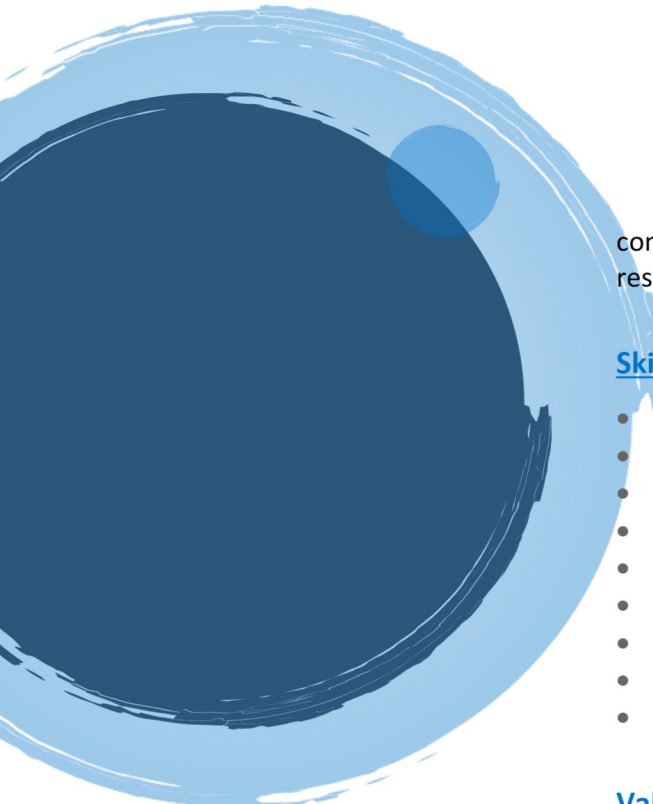


Will  
@WilliamMontgomery.me



WilliamMontgomery.me





communication and have effective conversations. This means a faster response time for your customers when you need it most.

### Skills

- Passionate
- Inquisitive
- Problem solver
- System Troubleshooting
- Critical thinking
- Microsoft Office
- Windows Server Administration
- Windows 10/11
- Active Directory

### Values

William has a strong appreciation for representation, respect, integrity, and trust. He has proudly founded an LGBTQ+ supportive Employee Resource Group at a large company with over 10,000 employees, reaching goals to enable minorities and provide benefits to those in need.

References available upon request.

