

Hello

I'm William Montgomery

Columbus, OH
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Proactive and perceptive problem-solver, pioneering process improvements in data center operations, with a strong passion for helping others.

Skills

Project planning, special assignments, technical documentation, process improvement, escalation management, critical thinking, data-driven decision making

Experience

DECEMBER 2024 - PRESENT

Amazon Web Services, Columbus – *Data Center Technician IV*

- Taking the lead on new Trainium2 products as a Subject Matter Expert for the team
- Collaborating with HWeng and Annapurna teams to solve complex technical escalations
- Creating an innovative process to streamline and manage new site launches for DCO teams across multiple clusters

JANUARY 2024 - NOVEMBER 2024

Amazon Web Services, Columbus – *Data Center Technician III*

- Inventing and Simplifying solutions for new hire ITAR access management
- Developing technical documentation for 10p10u breakfix, enabling more sufficient training and faster repairs for critical ML capacity
- Independently handling high-severity events as on-call technician
- Mentoring and coaching new hires in training and onboarding processes
- Successfully launched a new data center site

OCTOBER 2023 - JANUARY 2024

Amazon Web Services, Columbus – *Data Center Technician II (WBLP)*

- Troubleshooting and repairing AWS compute servers
- Maintaining and replacing network routers, fiber and copper cabling
- Taking on special assignments and completing high-priority tasks in a fast-moving environment to support customer needs
- Deep diving on hardware failures, documentation, and researching software operations

AUGUST 2021 - OCTOBER 2023

Total Quality Logistics, Cincinnati - *IT Support Technician*

- Troubleshooting desktop hardware, Windows OS, Microsoft Office, and Citrix products
- Providing support for internal applications, Microsoft Exchange, and Active Directory
- Using critical skills to analyze root causes for complex and widespread issues, responding to phone calls and tickets
- Maintaining a large documentation database for internal runbooks
- Travelling and on-call as needed

Education

AUGUST 2017 - MAY 2019

Live Oaks Career Technical School, Cincinnati

Enrolled in the Computer Service Technician & Networking program, completed curricula with high proficiency. Participated in Engineering & Robotics extracurriculars for 4 years