

MELVIN WILLIAMS

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Open to first, second, or third shift | Available to start with two weeks notice

SUMMARY

IT support technician on a school district help desk supporting students and staff across Windows, macOS, and iPadOS. Manage devices in VMware AirWatch, administer accounts in Active Directory, and work tickets in FMX. CompTIA A+, Network+, and Security+ certified with Microsoft AZ-900. Seventeen years at FedEx Express before moving into IT.

CERTIFICATIONS

CompTIA Security+ ce | CompTIA Network+ | CompTIA A+ | Microsoft AZ-900 | Microsoft AZ-104 scheduled October 2026

TECHNICAL SKILLS

Endpoint and Device Management VMware AirWatch and Workspace ONE UEM across iPadOS, macOS, and Windows, device enrollment and re-enrollment, remote wipe and unlock, application deployment by group

Identity and Access Active Directory Domain Services, Group Policy, Organizational Units, security groups, NTFS permissions, Entra ID, ClassLink multifactor authentication

Microsoft 365 Exchange Online, Teams, SharePoint, OneDrive, Word, Excel, PowerPoint, license and mailbox administration

Ticketing and Support FMX, ServiceNow ITSM, ticket lifecycle management, incident documentation, remote and walk up support, break fix and hardware replacement

Networking and Systems Cisco Meraki dashboard, Zscaler web filtering, Windows Server 2022, Cisco IOS routing and switching, VLANs, DHCP, DNS, TCP/IP, connectivity troubleshooting

Operating Systems Windows 10 and 11, macOS, iPadOS and iOS, Linux command line, mixed platform and bring your own device support

PROFESSIONAL EXPERIENCE

Higher Information Group | Help Desk Technician, Great Valley School District | Malvern, PA | September 2026 to Present

- Provide first line support across a one to one device program covering over 7,000 district issued student iPads, MacBook and Windows laptops for faculty, and student owned devices, working tickets in FMX from first contact through resolution.
- Manage enrolled iPads and laptops in VMware AirWatch, including device lookup, serial number verification, remote unlock, wipe, and re-enrollment, and deploy applications by group membership so students receive the software required for their classes.
- Troubleshoot Microsoft 365 issues in real time on Windows, macOS, and iPadOS, including Word, Excel, PowerPoint, Outlook, and OneDrive file access.
- Perform multifactor authentication resets in ClassLink and administer student web access in Zscaler, applying allow and block rules based on instructional need.
- Locate missing devices in the Cisco Meraki dashboard by tracing the last wireless access point a device associated with, and monitor and reboot access points across a 700 access point district wireless deployment.
- Create, modify, and disable accounts and reset passwords in Active Directory, and issue and track loaner devices for students in repair.

FedEx Express | Courier, Dedicated Route | Philadelphia, PA | September 2009 to September 2026

- Maintained chain of custody on several hundred tracked assets per shift and operated handheld scanning devices daily, troubleshooting device faults and connectivity failures in the field.
- Served as the direct point of contact for commercial and residential customers across 80 to 120 deliveries per day. Twelve consecutive years accident free, advancing through four roles.

HOME LAB

- Built and administer a Windows Server 2022 domain controller with a 20 user Active Directory across 6 Organizational Units, applying Group Policy for password and workstation policy and NTFS permissions for least privilege.
- Work practice incidents end to end in a ServiceNow Personal Developer Instance against the live domain.
- Administer a Microsoft 365 tenant and Entra ID directory roles, and run two Cisco 2901 routers and two Catalyst 3750X switches with VLANs, trunking, and OSPF.

EDUCATION

Chichester Senior High School, Boothwyn, PA | High School Diploma, 2008