

MELVIN WILLIAMS

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Greater Philadelphia, Delaware, and South Jersey | Available for first, second, or third shift

SUMMARY

IT support technician with hands on administration of Active Directory, Microsoft 365, Windows Server 2022, and Microsoft Azure, built through a self managed physical and virtual lab. CompTIA A+, Network+, and Security+ certified with Microsoft AZ-900 and AZ-104 Azure Administrator in progress. Seventeen years at FedEx resolving escalated customer issues and meeting strict service level commitments in a high volume operation. Comfortable owning tickets end to end, documenting resolutions, and working across first, second, or third shift.

CERTIFICATIONS

Microsoft AZ-104 Azure Administrator Associate in progress, exam scheduled 2026

Microsoft AZ-900 CompTIA Security+ ce

CompTIA Network+ CompTIA A+

TECHNICAL SKILLS

Support Operations Ticket lifecycle management, incident documentation, escalation handling, remote desktop support, endpoint setup and imaging, hardware repair and replacement, ServiceNow ITSM coursework

Identity and Access Active Directory Domain Services, Group Policy, Organizational Units, security groups, NTFS permissions, role based access control, Entra ID, password and account lifecycle management

Microsoft 365 and Cloud Microsoft 365 Admin Center, Exchange Online, Teams, SharePoint, OneDrive for Business, Microsoft Azure, license and mailbox administration

Operating Systems and Virtualization Windows Server 2022, Windows 10 and 11, Linux command line, Proxmox VE, virtual machine provisioning

Networking TCP/IP, DHCP, DNS, VLANs, routing and switching, VPN, wireless and connectivity troubleshooting, structured cabling

TECHNICAL LAB EXPERIENCE

Active Directory Domain Services, Windows Server 2022

- Built and administer a Windows Server 2022 domain controller hosting a 20 user directory across 6 Organizational Units mapped to departments.
- Manage the full account lifecycle including creation, group membership, password resets, and disablement under standardized naming conventions.
- Apply Group Policy Objects for password and workstation policy, delegate local administrator rights, and configure NTFS permissions to enforce least privilege.
- Support a domain joined Windows 11 client for login, profile, drive mapping, and permissions troubleshooting.

Microsoft 365 Tenant Administration

- Administered an 11 user Microsoft 365 Business Premium trial tenant covering account creation, license assignment, mailbox delegation, and password resets.
- Configured Teams and SharePoint sites with file sharing permissions and directory level access controls.
- Tested internal mail flow through Exchange Online and used OneDrive for Business for document access and recovery scenarios.

Cisco Routing and Switching, Physical Lab

- Deployed and cabled two Cisco 2901 routers and two Catalyst 3750X switches, configuring each from console for initial setup, addressing, and management access.
- Segmented traffic using VLANs and trunk links, and established internal routing between segments with OSPF.
- Applied access control lists for traffic filtering and configured site to site VPN tunnels between routers.
- Bridged the physical network to Proxmox VE virtual switching to connect virtual machines to the hardware network.

PROFESSIONAL EXPERIENCE

FedEx | Courier Philadelphia, PA | 2009 to Present

- Serve as the direct point of contact for commercial and residential customers, resolving service disruptions and de-escalating high stakes issues in person and by phone.
- Meet strict service level commitments across a full daily route, reprioritizing in real time around traffic, site access restrictions, and weather without missing delivery windows.
- Operate handheld mobile scanning devices and digital logging systems daily, troubleshooting device faults, connectivity failures, and scan errors in the field to avoid service interruption.
- Track and reconcile several hundred physical assets per shift, scanning each item at every handoff and clearing exceptions before end of route.
- Follow visitor, badge, and site specific access procedures when entering secured commercial and government facilities.
- Maintain a clean driving record and full attendance reliability across seventeen years with the same employer.

EDUCATION

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