

# Christian Williams

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## EDUCATION

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### **Bowie State University (BSU), Bowie, MD**

**May 2026**

*Bachelor of Science in Computer Technology*

**GPA: 3.45**

**Minor:** *Network Enterprise Infrastructure*

**Related Coursework:** *Network Infrastructure, Windows Server Administration, Cybersecurity Fundamentals, Computer Networks, Operating Systems, Cloud Computing Fundamentals*

**Honors:** *Deans List (Fall 2025), Deans List (Spring 2025)*

## EXPERIENCE

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### **IT Support / Service Desk Lab Experience (Academic) 2025 – Present**

**Month 2025 – Present**

*Bowie State University, Bowie, Maryland*

- Delivered Tier 1/Tier 2-style technical support in a lab environment by diagnosing and resolving hardware, software, and connectivity issues on Windows-based systems.
- Followed ticket-based troubleshooting workflows to document incidents, resolutions, and escalation steps aligned with service desk and MSP practices
- Monitored system logs and alerts to identify performance, availability, and security-related issues.

### **Sales Associate**

**June 2024 – Present**

*Home Depot, Capitol Heights, Maryland*

- Used enterprise systems daily to process transactions, verify data accuracy, and resolve system-related discrepancies.
- Troubleshoot order, inventory, and workflow issues using internal tools to support timely fulfillment.
- Delivered consistent customer service by analyzing system data and providing technology-driven solutions.

## SKILLS

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- Basic knowledge of network protocols, networking devices, and system monitoring tools
- Understanding of ITIL processes and service desk operations, including incident, problem, and escalation workflows
- Tier 1 / Tier 2 troubleshooting and incident resolution
- Strong analytical and problem-solving abilities
- Excellent written and verbal communication skills
- High attention to detail with the ability to multi-task in fast-paced environments
- Customer service-oriented mindset with a professional demeanor
- Proficiency in Microsoft Office / Microsoft 365 and ticketing systems
- Active Directory users, groups, and permissions
- Networking fundamentals: **TCP/IP, DNS, DHCP, VPN**

## PROJECTS

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### **Active Directory & Endpoint Support Lab**

Configured user accounts, group-based permissions, and access controls in a Windows Server lab environment. Troubleshoot login failures and permission issues using root-cause analysis aligned with Tier 2 identity support practices. Documented configurations and resolutions to support repeatability and audit-style reviews.

### **Network Troubleshooting & Monitoring Lab**

Diagnosed connectivity issues using DNS, DHCP, IP addressing, and VPN fundamentals. Monitored system behavior and alerts to identify service interruptions and performance issues. Documented findings and corrective actions following standard troubleshooting workflows.

## ACTIVITIES

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- IT Support & Service Desk Academic Labs
- Technical Troubleshooting & Lab Simulations
- Hands-on Active Directory and Microsoft 365 Projects