

JONATHAN ANDREW WILLIAMS

IT SUPPORT / CUSTOMER SERVICE / TRAINING / DIGITAL COMMUNICATIONS

CONTACT

Phone: (443) 681-9306

Email: infinitesolutions0@gmail.com

Location: Baltimore, Maryland

PROFESSIONAL PROFILE

Versatile technology, customer service, training, and communications professional with more than two decades of experience supporting customers, staff, students, and community organizations. Background spans public-service call centers, enterprise help desks, technical instruction, robotics and drone education, web development, digital media, retail technology, leadership, and U.S. Navy submarine systems. Known for clear communication, calm issue resolution, hands-on training, and dependable performance in fast-paced and high-pressure environments.

EXPERIENCE SNAPSHOT

- **Overall Professional Experience:** 23+ years
- **Technical Support:** 22+ years
- **Customer Service:** 20+ years
- **Team Leadership:** 15+ years
- **IT Training & Instruction:** 13+ years

LEADERSHIP STRENGTHS

- Employee Relationships & Team Support
- Training, Coaching & Mentoring
- Customer Satisfaction
- Issue Resolution & De-escalation
- Performance Development
- Conflict Resolution
- Task Coordination & Prioritization
- Policy & Procedure Support
- Cross-Department Collaboration

CALL CENTER METRICS

Knowledgeable in calculating, interpreting, and providing call-center performance information, including:

- First Call Resolution (FCR)
- Customer Satisfaction (CSAT)
- Service Level
- Average Handle Time (AHT)
- Agent Utilization Rate
- Cost Per Call
- Call Volume & Productivity

CUSTOMER SERVICE, CALL CENTER & IT SUPPORT EXPERIENCE

Baltimore City 311 / Baltimore City Office of Information & Technology

August 2025 – June 2026

Call Center Agent

- Handled high-volume inbound non-emergency calls from Baltimore City residents and visitors while maintaining professional, tactful, and courteous service.
- Listened to and interpreted resident concerns to determine the appropriate City service, agency information, or service-request category.
- Created and documented service requests for sanitation, potholes, and other municipal concerns, ensuring accurate information for agency follow-up.
- Provided accurate information regarding City services, programs, schedules, procedures, and municipal guidelines.
- Navigated multiple computer systems while actively listening, researching information, entering data, and communicating with callers.
- De-escalated frustrated or upset callers using patience, active listening, sound judgment, professionalism, and clear communication.
- Worked within a metric-driven environment where efficiency, accuracy, service quality, call handling, and customer satisfaction were important measures of performance.
- Provided and worked with call-center performance information at different points in call-center roles and understand how key metrics are used to identify trends, coaching needs, and operational opportunities.

Geek Squad / Best Buy

October 2020 – April 2023

PC Technician & PC Sales Consultant

- Provided high-volume, customer-facing technical support, computer repair, configuration, optimization, and technology recommendations.
- Diagnosed technical problems and explained repair options and solutions in clear, customer-friendly language.
- Resolved difficult customer situations while balancing company procedures, customer expectations, technical requirements, and available solutions.
- Although the position did not carry a formal management title, was regularly trusted with management-level responsibilities because of overall experience, technical knowledge, and leadership background.
- Supported day-to-day operations, guided other employees, assisted with escalated customer situations, and helped maintain service and performance standards.

Erickson Living

January 2015 – September 2020

IT Help Desk Analyst / IT Site Coordinator

- Managed day-to-day IT support operations for staff and residents, including troubleshooting, service requests, user assistance, ticket documentation, and technology training.
- Coordinated support activity across users, systems, departments, and large-scale technology upgrades.
- Helped resolve escalated technical and customer-service issues while maintaining clear communication and strong working relationships.
- Trained staff and residents with different levels of technical experience and reinforced consistent support procedures and service standards.

TEKsystems

January 2012 – December 2015

IT Help Desk Support

- Provided telephone and computer-based troubleshooting for hardware, software, system access, and user issues.
- Documented problems, troubleshooting activity, and resolutions while managing multiple support requests and contributing to team knowledge sharing.

Eye-Fi

July 2012 – November 2012

IT Help Desk Support

- Resolved connectivity and product-use issues for Wi-Fi-enabled SD cards and guided customers through troubleshooting procedures.
- Supported customer satisfaction through clear communication, product education, and issue resolution.

Allegis Global Solutions

October 2016 – February 2017

Technology Solutions Analyst

- Supported technology solutions and workflow improvements while collaborating with stakeholders on enterprise systems and user needs.

INSTRUCTION, TRAINING & YOUTH DEVELOPMENT

STEM Center of Excellence September 2024 – Present

STEM Instructor / Robotics Coach

- Teach robotics and drone coding through hands-on workshops connecting programming, data collection, flight principles, and engineering design.
- Coach students through design, testing, troubleshooting, iteration, teamwork, and competition preparation.
- Adapt instruction and demonstrations for learners with different ages, experience levels, and technical confidence.

Women's Housing Coalition September 2021 – Present

IT Instructor

- Deliver job-focused computer and digital literacy instruction using personalized lesson plans and practical exercises.
- Help learners build confidence with workplace technology, online tools, computer fundamentals, and problem solving.
- Assess learner progress, provide constructive feedback, and adjust instruction to support individual goals and needs.

SCEP Summer Program Summers 2025 & 2026

STEM / Robotics Instructor

- Delivered hands-on robotics and coding instruction to middle-school students, including participants from Talbot, Caroline, and Dorchester counties.
- Guided teams through robot design and building, coding, teamwork, problem-solving, project management, and presentations.
- Provided coaching, troubleshooting assistance, and performance feedback within short, project-driven program timelines.
- In 2025, all four teams completed their robots by the end of the second day.

Pathways Education Solutions August 2024 – June 2025

STEM Instructor

- Developed hands-on drone programming and flight curriculum to prepare students for competitions and autonomous challenges.

Enoch Pratt Free Library January 2023 – March 2023

PC Instructor

- Led computer literacy workshops covering essential computer skills for diverse community members in a supportive learning environment.

Community College of Baltimore October 2019 – June 2022

County

Adjunct Instructor

- Taught IT and cybersecurity fundamentals using hands-on labs, demonstrations, assessments, and learner-centered instruction.
- Evaluated learner understanding and provided corrective guidance to improve performance.

TECHNOLOGY, WEB & DIGITAL MEDIA

Infinite Social Solutions

January 2012 – Present

Computer Repair Technician / Photographer /

Web Developer / Instructor / Mentor

- Provide computer troubleshooting and repair, technical support, web development, digital media, photography, and instructional services.
- Develop and maintain websites and digital content while helping clients choose and use technology that supports their goals.
- Mentor students and community members in technical and creative disciplines through practical, project-based guidance.
- Manage multiple client projects, service priorities, deadlines, and communications independently.

Out For Justice

March 2022 – Present

Communications Lead

- Develop and execute internal and external communications strategies aligned with organizational goals.
- Manage content, digital platforms, media relations, campaign messaging, and crisis communications across multiple audiences.
- Coordinate with staff and partners to translate programs, advocacy priorities, and organizational updates into clear public-facing materials.
- Support team communication, issue resolution, and consistent messaging across projects and campaigns.

Dream Bigger Community Institute

2018 – Present

Web Developer / Social Media Manager

- Manage website development and social media engagement to strengthen outreach and audience communication.
- Equip staff with digital tools, guidance, and technical support for online content and community engagement.

Baltimore Unity Hall

February 2023 – February 2024

Social Media Manager

- Created and managed social media content, promoted events, monitored engagement, and adjusted strategy using platform analytics.

LEADERSHIP APPROACH

Leadership experience has consistently centered on strong employee and learner relationships, clear expectations, constructive feedback, accountability, customer satisfaction, and practical problem solving. Comfortable supporting daily operations, coaching others, handling escalated issues, resolving conflicts, identifying training needs, and helping people improve while maintaining positive working relationships and service standards.

CALL CENTER PERFORMANCE KNOWLEDGE

Understands how FCR, CSAT, Service Level, AHT, Agent Utilization Rate, Cost Per Call, call volume, productivity, quality, and accuracy work together to evaluate performance. Uses metrics as operational tools to identify trends, recognize strong performance, determine coaching or training needs, improve workflows, and support customer satisfaction rather than evaluating one number in isolation.

MILITARY EXPERIENCE

United States Navy December 2001 – December 2006
Fire Control Technician – Submarine

- Operated, maintained, diagnosed, and repaired advanced submarine weapons and electronic systems in demanding, high-pressure environments.
- Performed technical diagnostics and followed strict safety, security, operational, and documentation procedures to support mission readiness.
- Trained and mentored junior personnel in system operation, diagnostics, maintenance, and safety protocols.
- Developed leadership skills grounded in accountability, teamwork, precision, calm decision-making, and adherence to procedures.

VOLUNTEER LEADERSHIP & COMMUNITY SERVICE

- LET'S GO:** Active board member and volunteer supporting youth development and community programming.
- VEX Robotics:** Competition judge and robotics coach supporting multiple Baltimore City teams.
- Thread:** Volunteer and mentor supporting young people and community connection.
- Baltimore Robotics Center:** Volunteer robotics judge and mentor.

CORE PROFESSIONAL CAPABILITIES

- | | |
|-------------------------------------|------------------------|
| Technical Support & Troubleshooting | De-escalation |
| Desktop & Remote Support | Customer Service |
| System Configuration | Team Leadership |
| Hardware/Software Diagnostics | Employee Coaching |
| User Training | Customer Satisfaction |
| Curriculum Development | Issue Resolution |
| Digital Literacy | Web Development |
| Robotics & Drone Coding | Digital Communications |
| Technical Documentation | Social Media Strategy |
| Call Center Operations | Media Relations |
| Service Request Management | Crisis Communications |
| Data Entry & Record Accuracy | Project Coordination |

TECHNICAL PROFICIENCIES

Office & Administration
Microsoft 365, Google Workspace, Google Admin Console

Help Desk, CRM & Service Systems
ServiceNow, Zendesk, Freshdesk, Salesforce, Accela

Web Design & CMS
Dreamweaver, Notepad++, WordPress, HTML/CSS workflows

Graphics & Photography
Adobe Photoshop, Lightroom, GIMP

Video & Audio Editing
Adobe Premiere, After Effects, Audacity, OpenShot Video Editor

Social Media & Streaming
Hootsuite, Meta Business Suite, Twitch, YouTube, Facebook, OBS

AI, Coding & Robotics
ChatGPT, PyCharm, VEX, CoDrone, Perplexity

Technical Support Capabilities
Remote assistance, hardware/software troubleshooting, system setup, system maintenance, updates, data security practices, user documentation, technical communication, and support for emerging technologies

TRAINING & INSTRUCTION CAPABILITIES

- Curriculum and training-material development
- Live demonstrations and hands-on simulations
- Learner assessment and performance feedback
- Individualized instruction and coaching
- Learning management system use and content organization
- Continuous curriculum improvement as technologies evolve

CUSTOMER SERVICE & TEAM SUPPORT

- Active listening, empathy, tact, diplomacy, and calm issue resolution
- Phone, email, chat, face-to-face, and technical support communication
- Cross-team collaboration on complex customer concerns
- Process improvement and workflow enhancement
- Performance feedback, mentoring, and team skill development
- Conflict mediation and support for positive workplace relationships
- Training initiatives designed to strengthen team performance and consistency

PROFESSIONAL FOCUS

Brings together direct public-service call-center experience, decades of technology and customer support, extensive instruction and mentoring, military technical leadership, and digital communications experience. Particularly effective in roles requiring strong relationships, customer satisfaction, issue resolution, training, technical fluency, sound judgment, and dependable service.