

# WILLIAM WOODRUFF

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<https://linkedin.com/in/william-a-woodruff-iii> | <https://ftwoodruff.com/cv>

## INFORMATION TECHNOLOGY SUPPORT SPECIALIST

**Technical Support | Training & Mentoring | Customer Service**

IT Professional and Navy Veteran with 10+ years of experience in technical support, training, and operational efficiency. Proven ability to resolve complex technical issues, remotely support end-users, create and deliver effective training programs, deliver exceptional customer service, and lead teams. Expertise in troubleshooting operating systems, applications, and network connectivity to ensure seamless operational experiences.

## SIGNATURE STRENGTHS & COMPETENCIES

|                         |                      |                       |                   |
|-------------------------|----------------------|-----------------------|-------------------|
| Troubleshooting         | Training             | Empathy               | Virtualization    |
| Issue Resolution        | Onboarding           | VoIP Systems          | Tablet Support    |
| Remote Support          | Knowledge Transfer   | Communication         | CRM Platforms     |
| Technical Expertise     | Instructional Design | Active Listening      | Microsoft Office  |
| Field Technical Support | Inventory Management | Customer Satisfaction | Microsoft Windows |

## PROFESSIONAL EXPERIENCE

**Forward Thinking Woodruff / Boxaid.com | Virginia - Remote**

**09/2024 – Current**

**Proprietor | IT Support Specialist**

Provide expert remote IT support and consulting services through Forward Thinking Woodruff, assisting a diverse client base via Boxaid.com with complex technical challenges, system optimizations, and proactive security measures.

- Resolved complex technical issues for a diverse client base, including individuals and seasoned IT professionals, consistently restoring critical computer functionality and user productivity.
- Achieved a high-resolution rate on inbound calls, demonstrating exceptional problem-solving skills and the ability to diagnose and troubleshoot a wide array of software, hardware, and network-related challenges.
- Facilitated seamless operating system migrations for over 100 users transitioning from Windows 7/10 to Windows 11, ensuring data integrity and optimizing system performance.
- Resolved a wide range of hardware and software issues for 400+ individuals and small businesses over five months, including printer installations, software/driver optimizations, and critical data recovery, restoring full system functionality.
- Educated clients on complex technical concepts with exceptional clarity, empowering them to better understand their systems, apply best practices, and troubleshoot minor issues independently, leading to increased user confidence and reduced recurring support needs.

**Akkodis / Electrify America | Reston, Virginia**

**07/2022 – 05/2024**

**NOC Technician I | NOC Training Lead | NOC Support Analyst**

Quickly learned the hardware, software, and error codes of 3 EV charging manufacturers, and used this knowledge to develop a new training platform for technicians and specialist, along with essential resources for NOC personnel. Led multiple in-house training programs, successfully onboarding and training 50+ new employees and achieving a 95% customer satisfaction rating.

- Led the NOC and Customer Call Center training programs, successfully onboarding and training 50+ new employees over six months to ensure timely customer support, resulting in a 95% customer satisfaction rating.
- Developed a new training platform for NOC Tier II Technicians and Specialists, resulting in a high retention rate.
- Created essential resources for NOC personnel, including a 100+ page instructional handbook covering software tools, troubleshooting suggestions, and issue resolution processes.

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## **Forward Thinking Woodruff | Woodbridge, Virginia** **Self-Employed | Information Technology Specialist**

**08/2021 – 08/2022**

Successfully transitioned clients to remote and hybrid work environments during the COVID-19 pandemic, showcasing adaptability and technical expertise. As an independent contractor, managed diverse IT needs for multiple consulting firms, including device preparation and deployment, and improved inventory management for 8+ companies.

- Assisted as an independent contractor to three IT consulting firms, with data/voice networks, remote work preparation, general IT maintenance, and transitioning end-users to remote/hybrid work settings per each company's requirements.
- Imaged, setup, and shipped 20+ laptops for Finance Department users transitioning to a hybrid work environment.
- Performed inventory for 8+ companies and assisted with storage room cleanups to improve inventory management.

## **Prime Technical Services, Inc. / US Patent & Trademark | Alexandria, Virginia** **Tier 1 IT Customer Service Helpdesk Technician**

**12/2020 – 08/2021**

Remotely resolved technical issues for a government agency, providing excellent customer service through active listening and effective communication utilizing an extensive knowledgebase and experience adhering to strict requirements and procedures.

- Remotely resolved end-user technical issues for a government agency, providing excellent customer service and utilizing a knowledge base and experience.
- Provided unique solutions ensuring customer satisfaction while adhering to company standards and procedures.
- Ensured remote connected users understood their equipment and how it connected for optimally secure connections.

## **Digicon Corporation / Prince William County Government | Manassas, Virginia** **Tier 2 IT Customer Service Helpdesk Technician**

**05/2019 – 10/2020**

Successfully transitioned 3000+ in-office workers to laptops during the COVID-19 restrictions, ensuring continued business operations. Answered 200+ calls and 100+ emails daily for a government agency with 5000+ employees, maintaining a 95% SLA, and mentored and trained a team of Tier 1 helpdesk technicians.

- Transitioned 3000+ in-office workers to laptops during COVID-19 restrictions, ensuring continued operations
- Actively worked with multiple IT departments to ensure optimal tool usage and ticket resolutions.
- Mentored and trained a team of Tier 1 helpdesk technicians, resulting in higher confidence and morale.

## **Career Break | Woodbridge, Virginia** **Dad | Family Wellness Sabbatical**

**12/2017 – 05/2019**

Prioritized family well-being during a challenging period, taking a dedicated leave of absence to focus on the emotional and mental health of myself and my four children.

- Proactively sought and secured professional therapeutic support for each child and myself to navigate the challenges and foster individual coping mechanisms.
- Enhanced communication and empathy within the family, strengthening bonds and fostering understanding during a time of crisis.
- Developed resilience and coping skills that will benefit the entire family for years to come.

## **GEICO Insurance | Chevy Chase, Maryland** **Senior Systems Technician | Associate Data Center Engineer**

**12/2014 – 12/2017**

Upgraded client PCs from 32-bit Windows 7 to 64-bit, improving reliability and reducing support calls.

- Overhauled an aging HP Enterprise Tape backup solution, increasing the recovery rate from 40% to 80% and assisting in implementing a new backup system further resulting in a 95+% recovery rate.
- Coordinated with multiple departments on leased data center equipment resulting in a 100% return rate and saving thousands of dollars per quarter.
- Assisted with the management and daily needs of GEICO's IT Data Center and Internet front of GEICO.com.

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Forward Thinking Guys, LLC | Lorton, Virginia 09/2013 – 12/2014  
Self-Employed | Information Technology Specialist

JMC Business Systems, Inc. | Springfield, Virginia 02/2011 – 07/2013  
Senior Systems Engineer

R-Tech Consulting, LLC | Owings, Maryland 06/2007 – 02/2012  
Senior IT Consultant | Project Manager

Traficon USA | Chantilly, Virginia 01/2006 – 05/2007  
IT Support Specialist | Field Technician

Golden Tech Computers | Woodbridge, Virginia 12/2004 – 01/2006  
IT Consultant | Sales Manager

BC Consultants, Inc. | Fairfax, Virginia 03/1999 – 12/2004  
Senior System Network Administrator

## MILITARY EXPERIENCE

United States Navy | Honorable Discharge 02/1994 – 02/1999  
USN Seabee - Steelworker | Network Administrator