

WILLIAM WOODRUFF

Staunton, Virginia 24401 | 540-624-1115 | william.woodruff@ftwoodruff.com
<https://linkedin.com/in/william-a-woodruff-iii> | <https://ftwoodruff.com/cv>

INFORMATION TECHNOLOGY SUPPORT SPECIALIST

Systems Administration | IT Security | Network Engineering

Versatile IT Professional and Navy Veteran with over 10 years of experience spanning network engineering, systems administration, and full-spectrum technical support. Proven expert in designing, deploying, and managing robust, enterprise-level IT infrastructures to ensure maximum uptime, performance, and security. Highly proficient in routing, switching, VLAN configuration, VPN management, Tier 1-3 troubleshooting, and implementing comprehensive network security solutions.

TECHNICAL SKILLS

Networking & Protocols: TCP/IP, LAN/WAN, Cabling, Routing, Switching, VLAN Configuration & Management, DNS/DHCP, VPN & Remote Access Technologies

Network Security: Firewall Management, Access Control Lists (ACLs), Network Monitoring (Wireshark), Network Security Principles

Systems & Virtualization: Windows Server, Active Directory & Group Policy, User & Account Management, OS Installation & Patch Management, VMware, Server Hardware & RAID configurations

PROFESSIONAL EXPERIENCE

Forward Thinking Woodruff | Staunton, Virginia

09/2024 – Current

Proprietor | IT Support Specialist

As the sole proprietor, I manage all facets of an IT consultancy dedicated to providing tailored technical support, system maintenance, and cybersecurity solutions for residential and small business clients.

- Resolve over 500 technical issues for clients, including optimizing 250+ PCs to restore them to near-new performance.
- Remediated 50+ cybersecurity incidents on client networks, eradicating threats and empowering users with knowledge to mitigate future risks.
- Single-handedly designed and developed the company website and authored strategic self-help articles that successfully generated word-of-mouth referrals and drove new client acquisition.

Boxaid.com | Remote

01/2025 – Current

IT Support Specialist

Serve as a trusted remote IT consultant for a diverse client base of over 400 individuals and professionals. Provide end-to-end solutions specializing in advanced troubleshooting, cybersecurity incident response, and system optimization, with an emphasis on clear client education to enhance user confidence and security.

- Maintain a 90% First-Call Resolution (FCR) rate across a diverse client base of 400+, successfully performing hundreds of virus/malware removals and executing over 100 seamless Windows 11 migrations.
- Orchestrate crisis response for clients under active cyberattack, successfully halting malicious activity and restoring network security while guiding users through critical recovery and prevention protocols.

Akkodis / Electrify America | Reston, Virginia

07/2022 – 05/2024

NOC Technician I | NOC Training Lead | NOC Support Analyst

Advanced from a technical support to a leadership role within the NOC. Supported multi-vendor EV charging systems while developing and leading technical training programs and creating essential resources to streamline operations.

- Spearheaded a comprehensive training program that onboarded 50+ new employees over six months, directly contributing to a 95% customer satisfaction rating.
- Authored a 100+ page instructional handbook that became the central SOP for the department, standardizing procedures and reducing new hire training time from three weeks to one.

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

08/2021 – 08/2022

Provided versatile IT specialist services on a contract basis to multiple clients, including three IT consulting firms. Expertise covered end-user support for remote work transitions, network maintenance, device deployment, and asset management to meet diverse client requirements.

- Managed the end-to-end deployment of 20+ laptops for a finance department's transition to a hybrid environment, resulting in a seamless migration with zero loss of production time.
- Systematized the inventory processes for more than eight client companies, creating an organized structure that saved time and prevented unnecessary spending on existing equipment.

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

12/2020 – 08/2021

Provided Tier 1 technical support for the US Patent & Trademark Office, resolving end-user issues in a remote helpdesk environment. Adhered to strict government agency protocols for troubleshooting, security, and customer service while leveraging an extensive knowledge base.

- Consistently exceeded performance goals in a high-volume helpdesk environment, resolving an average of 40 tickets daily while maintaining a 10-minute average resolution time.
- Achieved an exceptional First-Call Resolution (FCR) rate of over 99%, earning consistently positive customer satisfaction reviews for providing clear, effective, and high-quality technical support.

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

05/2019 – 10/2020

Provided Tier 2 technical support for a 5000+ employee government agency. Core duties involved resolving complex end-user issues escalated from Tier 1, training and mentoring junior technicians, and coordinating with other IT teams to streamline ticket resolution.

- Facilitated the smooth transition of 3000+ government employees to a remote work model, providing dedicated, hands-on user support to ensure high adoption rates and maintain 100% operational continuity.
- Mentored and developed a team of Tier 1 technicians to improve performance and morale, leading to a measurable reduction in ticket escalations, an improved team FCR, and increased initiative in pursuing professional certifications.

Planned Career Break | Woodbridge, Virginia **Family & Wellness Sabbatical**

12/2017 – 05/2019

Took a planned career break to focus on family well-being and navigate a significant life transition, providing dedicated support for my children.

- During this period, successfully managed a complex, multi-faceted family transition, honing key skills in project management, resource coordination, and resilient problem-solving.

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

12/2014 – 12/2017

Served as a Data Center Engineer responsible for the installation, configuration, and maintenance of critical network infrastructure supporting GEICO's corporate operations and the GEICO.com web presence. Managed both physical and virtual environments, including structured cabling, network hardware deployment, and VMware administration.

- Spearheaded the overhaul of a mission-critical enterprise backup solution, dramatically increasing the data recovery success rate from 40% to over 95% and significantly enhancing business continuity capabilities.
- Collaborated with the Internal Audit department to identify and remediate areas of non-compliance, playing a key role in helping GEICO successfully obtain critical industry certifications.

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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