

William P. Butler, Jr.

Summary of Qualifications

I have a passion for computers, a drive to learn everything possible, and an interest in networking and web development. I have spent over a year honing my front-end web development skills. I've also enrolled in a coding boot camp at the University of Tennessee in Knoxville to round out my edges. I have experience with face-to-face, phone, and in-home customer service as well as installation and setup with various categories of electronics for business and in-home. My skill also extends to the installation and testing of network-style cabling. I currently have a position as an IT Technician where I have been able to further develop my effective communication skills, time management, and multi-tasking abilities in a real-world, fast-paced environment. From delivery, to unboxing, to installation, to troubleshooting, to disposal, and now to creation of devices and technologies, I have experience in every part of an electronic life cycle. I am also very dependable and love working with others. Come take a look at my portfolio and let it speak for itself. I look forward to developing your future!

<http://wbutler.me/>

Professional Experience

Technical experiences include learning to work with and troubleshoot a range of computer hardware and software, Microsoft utilities, Active Directory, networks and networking concepts, in-home theater systems (including audio and video equipment), common large to mid-size appliances, and working in network racks.

Work Experience

IT Cable Technician
University of Tennessee

Mar. 2023 - Present
Knoxville, TN

- CAT5 & 6 cable installation, termination, testing, troubleshooting, and labeling
- Using 110 & 66 Block punch down
- Knowing color codes for wiring schemes
- Managing warehouse inventory
- Wireless Area Network support, expansion, and maintenance
- Indoor and Outdoor Wireless Access Point Installation.

In-Home Install/ Delivery Agent
Geek Squad

Dec. 2021 - Mar. 2023
Knoxville, TN

- Reviewing routes and loading trucks in an appropriate amount of time
- Manage inventory and company vehicle
- Contacting customers before arrival and documenting the job experience
- Delivering, installing, networking, and diagnosing the latest technologies and appliances in a customer's home from refrigerators to outdoor cameras to mesh networks to TVs and more
- Running, testing, and terminating cable when needed
- Testing and giving a full demo of all installed technologies
- Answering any and all questions from the customer
- Handling returns, haul-aways, reschedules, cancellations, and purchases made while in the field
- Provides training to new drivers

Field Operations Support Agent
ADT

Oct. 2020 - Dec. 2021
Knoxville, TN

- Handling inbound customer calls calmly and professionally
- Operating under a time crunch and multitasking with multiple computer systems at once
- De-escalating customer complaints and resolving emergency situations
- Scheduling, dispatch, and communication of job information with field techs
- Setting, canceling, and rescheduling appointments on the customer's behalf

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Front-End Manager/ Bookkeeper
Ingles Markets

Aug. 2019 – Oct. 2020
Knoxville, TN

- Management of all paper money entering the system
- Employee time management
- Answering phone calls ranging from special orders to store hours to complaints and refunds
- Using Microsoft Outlook for communication among team members
- Front-End customer service and communications as well as customer service throughout all departments

Volunteer Experience

Computer Support Technician/ Pianist
Rock of Ages Baptist Church

January 2012 – Present
Morristown, TN

- Minister of music and primary pianist for all services and events
- Support the Microsoft applications including MS Word and MS Excel for office personnel.
- Sound systems support (Soundboards, various microphones, and remote Audio/Video.)
- Wireless administration internet connectivity and internal systems.
- Ethernet wiring support for desktops and LAN Networkable systems

Technical Service Admin/ Front-End Web Developer
Butler Community Health

July 2019 – Present
Morristown, TN

- Website design, editing, and maintenance <https://www.philahealthsystems.org/>
- Installing security systems
- Using the Team Reach application as a chatting platform for department heads to communicate effectively
- Creating systems using Excel to maximize work efficiency for other in-office employees
- Installment of PCs in the local community center
- Handling billing of clients from all major insurance groups