

# WILLIAM WOODRUFF

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## SUMMARY

Navy Veteran with 10+ years of experience in IT and EV charging, specializing in technical support, training, and operational efficiency. Proven ability to resolve complex issues, lead teams, and deliver exceptional customer service.

## PROFESSIONAL EXPERIENCE

### NOC Training Lead | NOC Support Analyst

Modis / Electrify America | Reston, Virginia

10/2022 – 05/2024

- Led the Call Center training program, 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, and issue resolution processes, and maintained Scopes of Work (SOW) templates to ensure quick deployment of technicians.
- Collaborated with internal and external parties to oversee software, training, troubleshooting, and ticket management, and generated reports for leadership and vendors.
- Served as the main point of contact for a mass Asset Management clean-up effort, improving asset accounting, warranty status, and aligning with senior management's vision.

### NOC Technician I

Modis / Electrify America | Reston, Virginia

07/2022 – 10/2022

- Quickly learned the hardware, software, and error codes of 3 EV charging manufacturers.
- Assisted remote Call Center workers during EV customer emergencies, providing troubleshooting and solutions.
- Engaged with field technicians during check-in/check-out calls, reporting on work order status and escalating issues.
- Ensured smooth daily operation of NOC Video Wall, providing critical information for real-time decision-making.
- Kept and shared weekly meeting minutes for reference and knowledge transfer to the overnight team.

### Self-Employed | Information Technology Specialist

Forward Thinking Woodruff | Woodbridge, Virginia

08/2021 – 08/2022

- Assisted three consulting firms as an independent contractor, helping small businesses with data/voice networks, remote work preparation, general IT maintenance, and transitioning to remote/hybrid work.
- 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.

### Tier 1 IT Customer Service Helpdesk Technician

Prime Technical Services, Inc. / US Patent and Trademark | Alexandria, Virginia

12/2020 – 08/2021

- Remotely resolved end-user technical issues for a government agency, providing excellent customer service and utilizing a knowledge base and experience.
- Collaboratively resolved client technical issues while delivering exceptional customer service through active listening and effective communication.
- Provided unique solutions ensuring customer satisfaction while adhering to company standards and procedures.

### Tier 2 IT Customer Service Helpdesk Technician

Digicon Corporation / Prince William County Government | Manassas, Virginia

05/2019 – 10/2020

- Transitioned 3000+ in-office workers to laptops during COVID-19 restrictions, ensuring continued operations.
- Answered 200+ calls and 100+ emails daily for a 5000+ employee company, maintaining a 95% SLA.
- Mentored and trained a team of Tier 1 helpdesk technicians, improving their skills and knowledge.

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## **Dad | Family Wellness Sabbatical**

Career Break | Woodbridge, Virginia

**12/2017 – 05/2019**

- Prioritized family well-being: Took a dedicated period of leave to focus on the emotional and mental health of myself and my four children during a difficult family transition.
- Developed resilience and coping skills: Successfully guided the family through a period of significant emotional stress, fostering a supportive environment for healing and growth.
- Enhanced communication and empathy: Strengthened family bonds by facilitating open communication and fostering understanding during a time of crisis.

## **Senior Systems Technician | Associate Data Center Engineer**

GEICO Insurance | Chevy Chase, Maryland

**12/2014 – 12/2017**

- Upgraded client PCs from 32-bit Windows 7 to 64-bit, improving reliability and reducing support calls.
- Coordinated with multiple departments on leased data center equipment resulting in a 100% return rate and saving thousands per quarter.
- 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.

## **Self-Employed | Information Technology Specialist**

Forward Thinking Guys, LLC | Lorton, Virginia

**09/2013 – 12/2014**

- Collaborated with System Engineers and Network Administrators to manage a diverse range of clients.
- Maintained a Virtual Cloud system hosting email, websites, and server storage for 100+ customers.
- Worked with a team to install and test 100,000+ feet of copper and fiber cabling for a Fortune 500 company.

## **Senior Systems Engineer**

JMC Business Systems, Inc. | Springfield, Virginia

**02/2011 – 07/2013**

## **Senior IT Consultant | Project Manager**

R-Tech Consulting, LLC. | Owings, Maryland

**06/2007 – 02/2012**

## **IT Support Specialist | Field Technician**

Traficon USA | Chantilly, VA

**01/2006 – 05/2007**

## **IT Consultant | Sales Manager**

Golden Tech Computers | Woodbridge, Virginia

**12/2004 – 01/2006**

## **Senior System Network Administrator**

BC Consultants | Fairfax, Virginia

**03/1999 – 12/2004**

## **MILITARY EXPERIENCE**

### **USN Seabee | Network Administrator**

United States Navy | Honorable Discharge

**02/1994 – 02/1999**

**Technical Skills:** Cisco Device Management, LAN/WAN Troubleshooting, Data Backup/Recovery, Microsoft Office, Network Management, Remedy / Salesforce, Cable Management, Asset Management, Microsoft Windows, VMware vSphere

**Soft Skills:** Customer Service, Communication, Troubleshooting, Quick Learning, Task Oriented, Flexible, Conflict Resolution, Problem-Solving, Training, Strategic