



KEVIN "The Big Willey" WILLEY

PRODUCT DESIGNER

WORK EXPERIENCE

Harris Corporation

Melbourne, FL

2013 – 2015

Responsible for providing PC, Network, and Mobile Device support to staff in 120+ Countries. Involves Telephone, Chat, E-Mail, and Remote lines of support. Supporting Cisco VOIP Phone systems both physical models and Soft Phones

State Of Vermont – Department Of Labor

Montpelier, VT

2003 - 2010

Responsible for PC, server, and network support to all department staff and public clients for twelve office locations throughout Vermont. Team leader for IT division reporting to the IT supervisor. Training & directing IIT Support staff. This position involves the research, development, and implementation of new systems.

Pfizer Pharmaceuticals

New London, CT

2001 - 2002

First call resolution support for clinical research & development divisions, as well as IT support for all corporate staff. Supporting seven international sites. High volume call center receiving 800-1200 calls daily, fast-paced environment, with critical SLA times.

EDUCATION

Peoples Academy

Primary School - 1995

Johnson & Wales University

Advertising & Marketing - 1996

Connecticut School Of Broadcasting

Television & Radio Broadcasting

SKILLS SUMMARY

Insightful IT Professional with notable success delivering not only efficient IT systems support, but a broad range of new system designs. Meeting financial and project guidelines. Ability to work both as a project coordinator from design to implementation while also providing in-depth desktop, networking, and field support. With 13+ years experience, a proven team leader, able to coordinate and direct a team to meet the goals of any initiative, while also comfortable working independently; solutions-focused attitude.

CONTACT



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EXPERTISE

- Team and project leadership
- Project planning and implementation
- Providing & directing systems support
- Bringing new technologies to projects

PLATFORMS

- Windows 11
- Windows Server 2022