

MELVIN WILLIAMS

Philadelphia, PA 19013 | (610) 241-4166 | Mwilliams719@gmail.com

www.linkedin.com/in/melvinwilliams1 | GitHub.com/Melvin79m | melvinwilliams.dev

PROFESSIONAL SUMMARY

Tier 1 IT Support Specialist with a strong technical foundation in modern infrastructure, system administration, and Microsoft Azure cloud environments. Combines 17 years of high-volume operational and physical asset tracking experience with hands-on expertise in Active Directory user provisioning, Microsoft 365 administration, network configuration, and hardware lifecycle management. Proven track record of resolving escalated customer issues under strict SLAs, backed by full availability for 1st, 2nd, or 3rd shift operations.

CERTIFICATIONS

- CompTIA A+ | CompTIA Network+ | CompTIA Security+ | Microsoft AZ-900

CORE TECHNOLOGIES

- Hardware & Systems: Proxmox VE, Windows Server 2022, Windows 10/11, Cisco Routing & Switching Hardware, PC Hardware Components.
- Identity & Administration: Active Directory, Microsoft 365 Admin Center, Role-Based Access Control (RBAC), Group Policy (GPO), IAM, NTFS Permissions, DHCP, DNS.
- Support Tools: ServiceNow (ITSM), Jira, Remote Desktop, Ticket Lifecycle Management, Technical Troubleshooting, Incident Reporting.

TECHNICAL PROJECTS

Active Directory Domain Environment (Proxmox VE)

- Built a Windows Server 2022 domain from scratch using Proxmox VE to practice enterprise identity management.
- Standardized environment topology using custom naming conventions (MEL-DC-01/MEL-CL-01) and static IP.
- Managed the user lifecycle for 23 Active Directory accounts across distinct departments using nested Organizational Units (OUs) and security groups.
- Enforced security policies through GPOs, delegated local administrator rights, and utilized Role-Based Access Control (RBAC) to break inheritance and enforce NTFS permissions.

Microsoft 365 Administration Lab

- Established a live M365 business tenant to practice administrative tasks for an 11-user corporate environment.
- Administered the full user lifecycle, executing account creation, license provisioning, mailbox delegation, and password resets.
- Configured departmental Teams and SharePoint environments, establishing secure file sharing, directory permissions, and data access controls.
- Tested internal email routing via Exchange Online and utilized OneDrive for Business to simulate secure document collaboration.

Physical Network & Proxmox Lab

- Built a home network from scratch using Cisco 2901 routers and Cisco 3750X switches to master hardware deployment and active troubleshooting.
- Configured network segments (VLANs) to separate lab traffic and implemented OSPF routing protocols to establish internal connectivity.
- Integrated virtualized Proxmox VE hypervisor hosts with physical network hardware to establish bridging across virtual and physical domains.
- Hardened the environment utilizing network Access Control Lists (ACLs) and secure VPN tunnels to manage traffic control.

PROFESSIONAL EXPERIENCE

FedEx | Courier Team Lead | 2009–Present

- Service Recovery & De-escalation: Serve as the primary, direct point of contact for clients; resolve service disruptions and successfully de-escalate high-stakes customer issues using clear, professional communication.
- High-Pressure Problem Solving: Manage high-volume daily operations under strict, time-sensitive deadlines (SLAs), demonstrating situational adaptability to resolve real-time technical or operational challenges and ensure continuous service reliability.
- Physical Asset Management: Utilize handheld mobile scanning devices and digital logging systems daily to track, log, and maintain strict record accuracy for all physical inventory and assets under my custody.

EDUCATION

- Chichester Senior High School | High School Diploma (2004–2008)