

SUZIE WILLIAMS

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CAREER PROFILE

Qualified Computer Systems Engineer with over 4 years of progressive experience in IT Support within the hospitality sector. Proven expertise in implementing and troubleshooting complex ICT systems and services, and consistently providing and executing innovative ideas for improvement. As an Assistant IT Manager, I aim to significantly contribute by assisting the manager and team, strengthening the IT team's foundation, enhancing how technology empowers staff, and consistently improving the quality of IT service delivery to guests.

JOB EXPERIENCE

IT Support Technician | Royalton Saint Lucia | May 2021 – Present

Key Responsibilities:

- Successfully installed, configured, troubleshoot, and upgraded general and industry-specific software ensuring optimal performance and minimal downtime across hotel operations.
- Managed the setup and performed preventative maintenance of IT hardware for over 450 guest rooms and 25+ offices.
- Ensured network and internet connectivity for devices and applications, contributing to the hotel's network access and system administration.
- Managed user access accounts for various hotel ICT systems, applications, and email services, ensuring secure and efficient resource allocation.
- Provided Helpdesk support for 200+ users and live chat support for 15+ partner properties, managing ICT incidents and contributing to defined service level agreements.
- Actively participated in auditing and maintaining server rooms, core infrastructure, and IT services on a weekly basis, ensuring reliable system performance and adherence to standard operating procedures.
- Demonstrated leadership by training 5+ interns in core IT functions and responsibilities, evidencing a commitment to empowering the team and ensuring knowledge dissemination.

Projects:

- **Mobile Device Management (MDM) implementation (in progress):** Leading the MDM implementation project, actively planning the migration of smartphone inventory to a centralized MDM system to enhance security, streamline auditing, and improve tracking. This aligns with the deployment of new technology initiatives.

- **Printer fleet deployment (completed):** Led the successful deployment of a new printer fleet across multiple departments, coordinating with service providers to enhance operational efficiency and align with IT project execution.

Accountant | Mattis Pizza Hut | May 2020 – Oct 2021

Key Responsibilities:

- Organized, recorded and categorized bills and payments
- Calculated company's monthly expenditure, sales and profits, and made quick analytical reports based on monthly trends
- Utilized Excel to present a report on monthly activity

EDUCATION & CERTIFICATIONS

Bachelor of Science in Computing | Edinburgh Napier University | Jan 2024 – May 2025

- Relevant Coursework: Project Management, DevOps, Web Technologies, Software Development, Database Systems and Artificial Intelligence

Associate's Degree in Computer Systems Engineering | Sir Arthur Lewis Community College | Sep 2017 – Jun 2019

- Relevant Coursework: Computer Hardware, Systems Applications, Hardware Maintenance, Internet Applications, Data Communications, Operating Systems

Xorcom Complete PBX v5 | Xorcom | Feb 2025

- Manage administration, connectivity, applications and generate reports and logs

The Bits and Bytes of Computer Networking | Google | Jan 2022

- Network services, Network connections, Network Troubleshooting, the Cloud

Technical Support Fundamentals | Google | May 2021

- Hardware, Operating Systems, Software, Networking, Troubleshooting, Customer Service

Caribbean Secondary Education Certificate | Castries Comprehensive Secondary School | Sep 2012 – Jun 2017

- Mathematics, English, Information Technology, Principles of Business, Spanish, Technical Drawing, Visual Arts, Human & Social Biology

SKILLS & SYSTEMS

Software: MS Office, MS Teams, Freshservice Helpdesk, Spiceworks Helpdesk, Active Directory, Xorcom Complete PBX, Zafiro, NewHotel PMS, ManageEngine

Hardware: desktops, laptops, smartphones, VOIP phones, access points, printers, key card encoders, network switches, UPS

Technical Skills:

- **Systems and services:** Network management, Server maintenance, PMS, Hardware support, Data storage systems, Telephony systems, Endpoint management systems, lock management systems.
- **Cybersecurity:** System Security, Compliance.
- **Helpdesk & Support:** ICT Incident Management, User Access Management.

Programming and Markup Languages: HTML5, CSS3, Javascript, SQL.

ACHIEVEMENTS & EXTRA-CURRICULAR ACTIVITIES

- Employee of the Month (several months)
- Certificate of Academic Excellence in IT
- Northern Arrows Netball Club

INTERESTS & HOBBIES

Interests: Web Development, Mathematics, Architecture, Artificial Intelligence

Hobbies: Photography, Drawing, Video-game playing, Reading