

SUZIE WILLIAMS

Gros-Islet | 1(758)287-1155 | suziesawilliams.2000@gmail.com

CAREER PROFILE

Certified Computer System Engineer with 4+ years experience at Royalton Saint Lucia as an IT Support Technician willing to use my software engineering and hardware maintenance skills, as part of the Information Technology team.

JOB EXPERIENCE

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

Key Responsibilities:

- Installed, troubleshooted and updated general and industry-specific software: MS Office, PMS, SAP, etc.
- Procured, set up, and maintained hardware for over 450 guest rooms and 25+ offices, such as VOIP phones, computers, printers, mobile devices, etc.
- Ensured network and internet connectivity for devices and applications
- Provided access to domains, applications, resources and email services
- Performed helpdesk support for a property of 300+ employees and live chat support for 15+ partner properties
- Audited and assisted with maintaining server rooms, core infrastructure and services on a weekly basis
- Trained 5+ interns in the core functions, responsibilities and characteristics of an IT professional.

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 of monthly activity

EDUCATION & CERTIFICATIONS

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

- 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

- Computer Hardware, Systems Applications, Hardware Maintenance, Internet Applications, Data Communications, Operating Systems

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, Teamviewer, Active Directory

Programming and Markup Languages: HTML5, CSS3, Javascript

Soft skills: Exercises critical thinking, multitasking and excellent work under intense pressure

ACHIEVEMENTS & EXTRA-CURRICULAR ACTIVITIES

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

INTERESTS & HOBBIES

Interests: Web Development, Mathematics, Architecture

Hobbies: Photography, Drawing, Story and Poem Writing and Hiking