**ANN WILLIAMS**

773-558-7338 / annwill439@yahoo.com / Glendale Heights, IL 60139

# CAREER OBJECTIVE

Accomplished professional with experience in the IT field. Possesses expert knowledge of computer hardware, software, and operating systems. Skilled in troubleshooting, problem-solving, and providing technical support. Committed to delivering excellent customer service and meeting challenging deadlines.

# EXPERIENCE

**IT SPECIALIST, Chicago, IL**

Social Security Administration, October 2016 – Present

* Identifies problems, troubleshoots, and provides advice to end-users.
* Coordinates with other information systems areas to resolve problems, as needed.
* Performs daily routine technical support for employees on-site and telework.
* Manages and distributes inbound incidents coming by phone, email, and web from remote users regarding information technology issues, ensuring courteous, timely and effective resolution.
* Responsible for the progress and follow up of all support incidents.
* Record all incident information, including detail of incidents, user information, and progress.
* Track and analyze trends in Help Desk requests and generate statistical.
* Prepare summary of problem calls, which will be submitted to supervisor.
* Identify, recommend, develop, and implement end user training programs to increase computer literacy and self-sufficiency.
* Assist retail technology team with service and installation of point-of-sale hardware and software, as needed.

## QUALITY ASSURANCE - PRODUCTION AUDITOR, Carol Stream, IL

EverView, formerly known as OSG and Diamond, 6/2021 - 4/2023

* Reviewed appropriate documentation in agreement with Critical and Direct Mail.
* Performed random checks inspected and monitored up to 12 Machine Operators envelope contents in production as directed by the Supervisor.
* Treated coworkers with respect and courtesy.
* Read, understood, and complied with all work orders.
* Assisted in inserts by sorting and traying mail.
* Processed Mail by Hand as required.
* Researched variances and corrected inventory by making inventory adjustments.
* Maintained QC inspections in the Quality Management System.

## QUALITY ASSURANCE - PRODUCTION AUDITOR (CONTRACTOR), Carol Stream, IL

Diamond Mail Solutions / OSG / (Clearstaff), 1/2021 - 6/2021

* Reviewed appropriate documentation in agreement with Critical and Direct Mail.
* Inspected and monitored the contents of the envelopes in accordance with the work orders. Sent up to 100,000 pieces of mail daily.
* Randomly performed regular checks the envelope contents in production as directed by the Supervisor up to 15 Machine Operators, the orders on a regular basis to avoid discrepancies.
* Treated coworkers with respect and courtesy.
* Read, understood, and complied with all work orders. Assisted in inserts by sorting and traying mail.

## INTAKE AND SCANNING TECHNICIAN, Chicago, IL

Social Security Administration, 7/2014 – 10/2016

* Opened and sorted correspondence according to the modules.
* Secured personal checks or other payments in a safe box for processing.
* Acknowledged claims related material for which additional action is in need and promptly forward this material to the proper component.
* Examined and returned undeliverable or “no SSN” mail to recipients for a correct address and/or have the SSN on the correspondence to take the proper action on their claim.
* Set aside the originals for notaries to make copies, keep, and return the originals to the recipients.
* Arranged the documents in batches of fifty with the coversheet for scanning after removing staples, paperclips, heavy creases and folds, or stick-on notes. An average of thirty batches scanned and indexed to the components for them to act.
* Frequently, volunteered or be given additional clerical duties as needed such as payee accounting reviews, change of address or undeliverable mail.
* Continued to upgrade my skills on the SSALMS learning website while taking on challenges and going above the expectations.

# EDUCATION

**MBA IN BUSINESS ADMINISTRATION, Burlington, VT**

Champlain College, August 2018

**BACHELOR OF SCIENCE IN COMPUTERS INFORMATION SYSTEMS, Addison, IL** DeVry University, June 1998

# SKILLS

* Network Administration
* Documentation
* Retail Support
* Office Equipment
* Microsoft Office Products
* Cash Handling
* Customer Service
* Bookkeeping
* Communications (verbal and written)
* Hardware/Software
* Clerical Support
* Advocacy and Training
* Helpdesk

**CERTIFICATIONS**

• Leadership

**LANGUAGES**

• **Visual Signing** Conversational