

Davalle E. Williams
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SUMMARY OF QUALIFICATIONS

- Advised customers on software and hardware issues, consuming in-depth technical knowledge.
- Trained employees and external clients to resolve application and hardware problems.
- Evaluated customer environments using tools like Procmon, WireShark, and SQL Profiler.
- Implemented software testing by recreating client environments with VMware.
- Building complex queries using SQL Management Tools or command line interface.
- Developed solutions to optimize systems performance.
- Gained experience in data analysis, reporting, and visualization by means of Excel and Visio.
- Experienced in full-stack development, including infrastructure cloud services and user experience.
- Increased employee productivity by organizing and sharing knowledge across teams using Confluence.

TECHNICAL SKILLS

- Operating Systems: Windows 10, Mac OS 15, Windows Server 2012 - 2021, Ubuntu, Red Hat, CentOS, and Scientific Linux.
- Programming Language: C#, Visual Basics, JavaScript, HTML 5, and CSS
- SQL Management Tools: Microsoft SQL Server Management Studio, MySQL Workbench, and Oracle Workbench
- Administration Software: Salesforce, Active Directory, SharePoint, Remedy, Jira, and Confluence

EDUCATION

Master of Management Information Systems and Services

University of Maryland – Global Campus, Maryland (December 2023)
- Organizational Theory and Behavior - Financial Decision Making - Information Systems for Managers -
Information Systems Sourcing Management - Decision Support Systems and Expert Systems - Internet Multimedia
Applications - Strategic Management

Bachelor of Science Business Administration-Concentration in Management Information Systems

Fayetteville State University, Fayetteville, North Carolina
- Database Management Systems - System Analysis and Design - Principles of Management - Operations
Management - Strategic Management

PROFESSIONAL EXPERIENCE:

Itron

Sr. Technical Support Engineer

(October 2024 – Present)

- Delivered Tier 3 technical support for Itron's software, hardware, and network solutions across energy and water utility sectors.
- Diagnosed and resolved complex system issues through in-depth log analysis and remote troubleshooting.
- Interfaced with engineering and R&D to escalate bugs, validate fixes, and contribute to product enhancements.
- Authored technical knowledge base articles and improved internal documentation for faster issue resolution.
- Supported new deployments, system integrations, and product testing initiatives.
- Mentored junior engineers and participated in global on-call rotation for critical incidents.

Delphix
Technical Support Engineer

(May 2022 – June 2024)

- Updated and curated knowledge base articles with actions taken from cases to solve issues from working with customers.
- Cooperated cross-functionally with the Engineering team on escalated issues.
- Provided training and onboarding for new users, coordinated project implementations, and constructed SQL queries for reps.
- Maintain client information with GainSight, including demographic information and information for account managers.
- Reproduced product issues in-house, recommended solutions/workarounds, and contributed product expertise for the Delphix Engine.
- Collaborated with DevOps teams to work with enterprise environments and worked with clients on system upgrades
- Delivered comprehensive training and support to customers, help understand and utilize the Delphix Engines.

Trilliant
Technical Support Analyst

(October 2017 – April 2022)

- Built SQL queries in Microsoft and MySQL to report and investigate issues.
- Maintaining customer relationships with the US and Latin America accounts by gathering information and updating internal documentation by holding a monthly meeting.
- Monitored systems and network hardware, tracked product failure trends and delivered engineering feedback in a bi-weekly meeting or ad-hoc.
- Ensuring data accuracy and proactive issue resolution by performing a daily check of the production environment.
- Acted as the primary point of contact post-sales, delivering a positive first impression and addressing customer concerns promptly.
- Coordinated MySQL, software, and hardware upgrade projects and assisted with IIS and Apache configurations.
- Managed customer onboarding and training, guiding new users and leading operational changes related to software.
- Worked across other teams to troubleshoot and solve complex software and hardware issues, either with a workaround or patch.

SoftPro Corporation via Consultant
Application/Technical Support Tier II

(March 2017 – October 2017)

- Verified Microsoft Dynamics cases for completeness and customer information and licenses.
- Built SQL queries to solve client issues and assisted with reports.
- Supported clients with installation of software for startups on production, mid-tier, and SQL servers, as well as performed upgrades
- Configured IIS on the Mid-tier and Application Servers for web interface for application.

Allscripts
Sr. Technical Support Consultant

(November 2015 – January 2017)

- Reviewed and resolved Salesforce tickets and created SQL queries to address client issues.
- Modified Windows Servers and coordinated system upgrades.
- Troubleshoot Citrix environments and provided hardware support for peripherals.

SciQuest
Technical Support Specialist II

(February 2014 – November 2015)

- Updated Confluence pages, conducted smoke tests, and resolved issues via SQL queries.

- Troubleshoot REST/API entries, reviewed configuration settings using Splunk and configured dashboards to display information for various SaaS clients.
- Onboarded new clients and provided ad-hoc training on Contract Director Application

NetApp via Consultant

Technical Support Engineer II

(August 2013 – December 2013)

- Addressed issues with Data Ontap versions 7 and 8, troubleshooting NAS/SAN devices and network protocols.
- Installed OnCommand software and supported RAID configurations.

Credit Suisse

Application Support Analyst

(July 2012 – July 2013)

- Managed production deployments, system upgrades, and emergency bug fixes.
- Curated system upgrade plans for hotfixes and then presented to supervisors for approval for either an emergency or bug fixes.
- Monitored batch schedulers and trade books and created SQL queries using PL/SQL.