

Mathew Williams

IT Support Technician · Field Service PC Technician

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SUMMARY

Hands-on IT support and field service technician working across Dell-authorized warranty repair and corporate workstation support. Diagnose and repair laptops, desktops, all-in-ones, and 2-in-1 tablets at the component level, and keep office end users productive through workstation deployment, peripheral support, and ticket-based troubleshooting.

EXPERIENCE

Field Service PC Technician I

CURRENT

Apr 2026 – Present

Getronics — Dell Authorized Service Provider | San Jose / San Francisco, CA

- Perform onsite warranty diagnosis and repair of Dell laptops, desktops, all-in-ones, and dual-screen 2-in-1 tablets as an official Dell Service Provider
- Replace failed components including system boards, displays, batteries, keyboards, memory, and storage, following OEM service procedures
- Run post-repair diagnostics to confirm full functionality before closing each service call
- Document fault findings, parts consumed, and resolutions to meet warranty and service-level requirements

Operations Technical Specialist

CURRENT

Aug 2025 – Present

H&R Block — Hollister / San Jose, CA

- Install, configure, and support employee workstations and peripherals
- Troubleshoot hardware failures, connectivity issues, and application errors
- Assist users with onboarding setups and daily IT support needs
- Maintain detailed documentation of fixes and procedures

Field Service Technician (Contract)

2024 – 2025

Groundwork Renewables — Hollister, CA

- Completed onsite diagnostics and physical repair of technical equipment
- Performed inspections and ensured systems returned to operational status
- Followed structured safety and service documentation protocols

Freelance Computer Repair & Support Specialist

2018 – 2023

Self-Employed — Hollister, CA

- Built and repaired PCs, replaced components, and optimized performance
- Supported clients with OS installs, upgrades, and troubleshooting

TECHNICAL SKILLS

Hardware & Repair	Dell laptop, desktop, all-in-one, and 2-in-1 tablet diagnostics; component-level replacement (system boards, displays, batteries, RAM, SSD, PSU); OEM warranty service
Workstation Support	Windows 10/11, deployment and configuration, printers and peripherals, performance optimization
Networking	Connectivity troubleshooting, routers, DNS and DHCP concepts
Service Operations	Ticket documentation, onsite dispatch, end-user communication, preventative maintenance
AI & Web Tools	Claude and ChatGPT for troubleshooting research, documentation, and self-directed learning; Git and GitHub for version control; Vercel for web deployment

PROJECTS

Personal Website — mathewwilliams.tech. Self-hosted on a DigitalOcean droplet running WordPress with Cloudflare DNS and TLS, then rebuilt as a Next.js site deployed on Vercel with automatic builds from GitHub.

CERTIFICATIONS

Google IT Support Professional Certificate

CompTIA A+ — In Progress

CompTIA Network+ — Planned