

Brian D. Williams
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Technical Specialist

Technical specialist with a strong background in customer service (over 10 years), training, electronics and electro / mechanical quality assurance and information technologies. Easily adapts to new environments. Maintains integrity and trust of internal and external customers. Eagerly peruses new information and new technologies. Seeking opportunities for personal growth and skill set expansion while contributing to the advancement of the organization as a whole.

Skills and Certifications

Visual Inspection	Team Builder	TQM
Final Assembly Inspection	X-Ray Inspections	Failure Analysis
Six Sigma Green Belt	IPC-A_610 CIS	ISO 9001
CompTIA A+	CompTIA Security +	CompTIA PDI+
Electronics / Electrical Troubleshooting	Mechanical Troubleshooting	Electronic / Electrical Calibrations
Mechanical Calibrations	Geometric Dimensioning & Tolerance	First Article Inspection

EXPERIENCE & SPECIALIZED TRAINING

Stage Hand

October 2015 - May 2020
 Rhino Staging Las Vegas

Labor for theatrical, corporate and concert events including:

- basic stage carpentry
- installation of electrical services
- truss assembly
- installation of lighting and audio equipment
- construction of stage deck and scenery
- load and unload equipment from tractor / trailer rigs
- assist master carpenter as needed (C2, C3 assignments)
- assist lighting designer as needed (L2, L3 assignments)
- assist audio engineers as needed (A2, A3 assignments)
- assist riggers as needed
- provide support to house staff as needed
- set and strike crowd control equipment including metal detectors, stanchion poles and barricades
- safety supervisor tasks including: ensuring proper use of PPE, adherence to safe work guidelines, mitigation of job site hazards, completion of job site safety documentation

Electrical, Internet & Telephone Technician

April 2013 – September 2015

Encore Productions

Provide and support electrical, internet and telephone services for convention center events, instruct and assist in the training of new technicians. Provide management with training content.

Technical Support Specialist

July 2011 – May 2020

(self employed)

Provide technical support to a varied clientele from single users to a global customer base concerning home entertainment equipment, pc / mac personal computers, hosted email, crm, and back up solutions and more.

Lead Service Technician / Field Supervisor

August 2002 - September 2011

IKON Office Solutions | Las Vegas, NV

Provided support to other technicians. Participated in training of new hires. Assumed Service Manager rolls as needed. Acted as contact point with manufacturer representatives. Managed service territory and inventory.

Scheduled and performed service activities as dictated by customer demand. Maintained photocopiers, printers, fax machines, typewriters, and scanners to manufacturer standards and beyond. Troubleshooted complex electro/mechanical systems involved with various office machines.

Assembler

March 2002 - June 2002

Young Electric Sign Company | Las Vegas, NV

Prepared parts and PCB's for assembly, assembled PCB's to company specifications

Quality Assurance Test Technician

August 2001 - April 2002

Conax Florida Corporation | St. Petersburg, FL

Performed vibration , thermal testing, altitude, shock, ESD testing on explosively actuated devices, set up and performed flow/pressure testing on explosively actuated devices. Maintained calibration of calipers, micrometers, spring scales, flow meters, verified physical characteristics (i.e. dimensions, finish, coatings) of devices to be tested.

IT Director / Co - Founder

April 2001 - April 2002

MorningBlue Solutions | Safety Harbor, FL

Responsibilities included management of all IT resources (including hardware, software, and telecommunications equipment), research of all hardware and software technologies, selections of hardware and software, and limited client technical support.

Test / Calibration Technician

December 2000 - August 2001

Digital Lightwave, Inc. | Clearwater, FL

Performed thermal and vibration tests on telecom test equipment, "burn-in" test on telecom test equipment, configured and calibrated telecom test equipment

Quality Assurance Inspector

November 2000 - December 2000

Flextronics International | Palm Harbor, FL

Inspected PCB (Printed Circuit Boards) to industry and customer standards

Assembler / QA Inspector

August 1995 - October 2000

Genesis Manufacturing, Inc. | Oldsmar, FL

Verified machine and assembly line set-up, performed "first piece" and "first article" inspections, ionic contaminate testing, "in-process" inspections at various assembly stations, verified compliance to customer and IPC-A-610

specifications, assisted in SPC procedures, participated in ISO 9001 certification team, maintained ISO 9001 compliance, maintained

product specific process documents, inspected incoming materials (including machined parts/assemblies), calibrated soldering irons, ionic contaminate testing equipment, insured ESD procedure compliance, assisted in all phases of PCB and finished product assembly.

Assembler

July 1995 - August 1995

Rydan Technologies | Largo, FL

Prepared parts and printed circuit boards (PCB's) for assembly, assembled PCB's to customer specifications

Assembler I

August 1993 - November 1993

Lowrance Electronics, Inc. | Tulsa, OK

Assembled transducers, tested completed transducer assemblies

Assembly / Testing Technician

July 1991 - July 1992

Paragon Dynamics, Inc. | Stillwater, OK

Assembled PCB's in "slide line" assembly line, assembled PCB's using Ragen 2000 computer aided assembly system, tested PCB's to customer specifications including civilian / commercial and Department of Defense contracts, clean, package, and ship completed PCB's, assemble wiring harnesses including CAT5, install wiring harnesses

Advanced Welding Technology, Associate of Applied Science

College of Southern Nevada, graduate December 2018

SMAW, GMAW, GTAW, FCAW, oxy / fuel and plasma cutting, pipe welding procedures and techniques