

WILLIAM JARRELL

IT Support Technician

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IT professional with 8+ years of experience helping people make technology work for them, from technical support and workstation/server administration to web development. Comfortable troubleshooting across Windows, MacOS, iOS, and Android, and skilled at breaking down complex technical issues so they actually make sense to end users. Brings a mix of technical know-how and clear communication to improve workflows, simplify processes, and keep things running smoothly in fast-paced environments.

Skills: End-User Support, Active Directory Administration, Hardware & Software Troubleshooting, Network Configuration & Management, Software Deployment & Maintenance, Customer Communication & Training, Project Management & Delivery

PROFESSIONAL EXPERIENCE

Web Development, Maintenance, Marketing & SEO | Consultant 2020 – Present

Provided consulting services to clients on website migrations, platform integrations, and custom technical solutions, delivering optimized workflows, enhanced user experiences, and tailored training. Select consulting engagements include:

Big Cove Foods | 2020 – Present

- Migrated site and database from WordPress to Shopify, reducing maintenance costs and minimizing time spent on updates and plugin management.
- Boosted online sales by implementing product bundles, promotional deals, newsletter campaigns, CMS improvements, and SEO strategies.
- Troubleshooted and resolved design issues and developed custom code, including advanced filtering functionality for the recipe section.

Brant Steel | 2023 – Present

- Migrated legacy Microsoft platform (2005) to WordPress, modernizing the website and optimizing for mobile devices across iOS and Android, enhancing user accessibility.
- Enhanced functionality by adding interactive elements, such as a contact area map.
- Implemented SEO best practices and maintained ongoing updates for WordPress and plugins.

ManagedRisk | 2024 – 2025

- Consulted with clients to define project goals, integrating Circle social platform with a non-Stripe payment solution.
- Researched, planned, and tested multiple integration solutions, successfully implementing a custom solution meeting project scope.
- Trained clients on solution use and modification, providing ongoing support beyond initial implementation.

End User Support Analyst, Tier 1 & 2 | ShipRush (Descartes) 2021 – 2024

Provided remote technical support via phone and chat, resolving software, hardware, and printer issues for customers using Shiprush systems. Managed escalations, maintained documentation resources, and ensured smooth communication during service interruptions.

- Consistently ranked #1 in Customer Satisfaction, Survey Scores, and Total Fix Time across the team, supporting with billing issues and questions, training customers, and supporting installations.
- Created and maintained a comprehensive team OneNote knowledge base, consolidating errors, solutions, and best practices to improve consistency, reduce repeated queries, and provide a centralized, easily editable reference for an 8-person support team.
- Monitored systems for downtime and implemented real-time customer status pages, reducing repetitive inquiries and improving communication efficiency.
- Managed tickets and cases in FreshService from creation through resolution, ensuring escalated issues were actively monitored and ownership maintained until fully resolved.
- Streamlined workflows for clients by setting up automation rules and optimizing Excel/CSV data imports.
- Resolved third-party shipping partner issues (USPS, UPS, insurance) through proactive follow-up and escalation.

End User Support Analyst, Tier 1 & 2 | RL Canning (Honeywell)

2017 – 2020

One of only two on-site technicians during ComDev's migration into Honeywell systems, supporting 1,000+ users and ensuring CGP compliance. Delivered both remote and in-person IT support, system migrations, and VIP assistance. Oversaw ticketing, tasks, inventory management and team reports in ServiceNow.

- Led the team in Nexthink Proactive Insight and Remote Assistance adoption, proactively remediating issues before user tickets were raised and achieving annual program goals, earning recognition as top team performer.
- Developed and deployed a custom automated script via SCCM to seamlessly map legacy ComDev file shares for users migrated to the Honeywell domain, ensuring uninterrupted access, eliminating downtime, and maintaining user transparency during complex domain and file share remediation.
- Executed system imaging and reimaging, compliance remediation, diagnostics, software backups, hard drive cloning, workspace setup/teardowns, and software installations to ensure efficient and fully operational IT environments.
- Created comprehensive SOP documentation from scratch, standardizing site-wide IT processes.
- Supported VIPs, including executives and the Board Chair, ensuring rapid, discreet issue resolution.

Computer Technical, Support Analyst, Tier 1 & 2 | Infinican Computer Centre

2015 – 2016

Provided full-spectrum technical support for consumers and small businesses, including server administration, hardware repair, and in-home services for Windows, MacOS X, Android and iOS. Managed service intake, performed diagnostics, and educated customers on technology solutions.

- Outperformed annual sales and service targets as the sole technician on site, delivering exceptional customer experiences both in-store and during in-home installations.
- Self-taught Juniper router configuration to restore client network functionality, successfully reconfiguring settings without downtime, preserving client contract, and maintaining company credibility.
- Delivered end-to-end server and Active Directory support in live production environments.
- Provided efficient hardware installations, repairs, and modifications for PC, Mac, and tablet devices, boosting customer satisfaction through tailored upgrade recommendations.
- Maintained accurate daily operations by performing store opening/closing procedures, cash reconciliation, and inventory management.

End User Support Analyst, Tier 1 & 2 | Staples

2013 – 2015

Diagnosed and resolved hardware and software issues for PC, Mac, mobile, and tablet devices in a retail service environment. Educated customers on services, performed unit intake, and maintained department operations.

- Improved technical department efficiency by maintaining inventory, cleanliness, and fast turnaround times.
- Enhanced customer trust by providing clear, tailored technical recommendations, installations, repairs, and modifications in-store and in-home.
- Supported business continuity by training associates on technical procedures and best practices.

EDUCATION

Bachelor's in English literature | Trent University

CompTIA A+ Certification

TECHNICAL SKILLS

ServiceNow | FreshService | MS Office | SCCM | MacOS | iOS | VoIP | Android | DHCP | LAN | DNS | Intune