
Gerard Williams

Education

Bachelor of Arts

George Washington University, Washington, DC

- Presidential Arts Scholar
 - National Society of Collegiate Scholars
 - Magna Cum Laude 2005
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Skills/Abilities

- Windows XP
 - Windows 2000 Professional
 - Mac OSX
 - Microsoft Office
 - Lotus Smartsuite
 - SoundForge 7.0
 - Microsoft FrontPage
 - Lotus Domino
 - Adobe Photoshop
 - PASCAL
 - HTML
 - CSS
 - CrystalReports
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Work Experience

Customer Service Director, *Pulse Research, Inc.*
(October 2005-Present) Portland, OR

- Providing customer support/client retention services and training for two disparate web applications with over 300 clients nationwide; bug tracking, HTML design tweaking with Visual FoxPro templates. Developing FAQ, User's Guide and additional documentation for both applications.

Technical Consultant, *Westerman Hattori Daniels and Adrian LLP*
(December 2003-February 2004) Washington, DC

- Customizing Merge Form applications for IP law, providing technical support

Intern/Co-Op, *IBM*
(June 2003-September 2003) Rockville, MD

- Developing FAQ, Installation Instructions, additional documentation for IBM eRecords Manager.

Technical Support Representative, *eSylvan Online Tutoring*
(June 2002-December 2002) Baltimore, MD

- Monitoring technical support number for children, troubleshooting in-session issues, tracking longstanding technical incompatibilities with students, developing troubleshooting documentation.

Site Manager, *Mindsurf Networks*
(June 2001-September 2001) Mclean, VA

- Maintaining educational technology solutions for wireless network and PDA, Organizing demonstrations of said technology for prospective investors.
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Experience

Support Service Provider, *Metropolitan Washington Association of the Deaf Blind*, (2004)
Washington, DC

- Providing volunteer tactile American Sign Language interpretation and support services for the MWADB Vice President Art Roehrig.

Sound Designer, *George Washington University Theatre Department "Laramie Project"* (2003)
Washington, DC

- Developing and editing sound effects, underscoring and additional background sounds.

Semi-Finalist, *Bike DC* (2004) Washington, DC

- Giant Food sponsored 36 mile ride to combat hunger.
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