

# William Boyd

8050 Oakdell Way, #1806  
San Antonio, TX 78240  
(817) 240-9165  
[wboydyt@gmail.com](mailto:wboydyt@gmail.com)

## EXPERIENCE

### **Geek Squad, San Antonio — Repair Agent**

Sept. 2022 - Dec. 2024

- Diagnose complex tech issues across platforms, implementing tailored solutions. Manage IT ticketing system, optimizing queue for efficient resolution.
- Resolve diverse hardware and software problems, enhancing client tech literacy. Streamline repair processes, boosting productivity and customer satisfaction.
- Guide clients through tech challenges, providing clear explanations and empathetic support. Adapt communication style to ensure understanding.
- Develop creative solutions for unique tech issues, staying current with emerging technologies. Contribute to the knowledge base, improving team problem-solving.
- Perform hardware repairs, ensuring device functionality and longevity. Maintain comprehensive documentation for seamless team collaboration.
- Support clients over phone and in person, allowing collaboration and understanding for client solutions.

### **Tarleton St. Tutoring Dept, Stephenville — Supplemental Instructor**

Aug. 2021 - May 2022

- Developed comprehensive lesson plans for Physics, integrating classroom technology and video conferencing to enhance student understanding and engagement.
- Implemented effective tutoring strategies, resulting in improved student performance and increased confidence in tackling complex physics concepts.
- Grew strong relationships with staff, students, and professors, ensuring seamless communication and alignment of educational objectives.

## EDUCATION

### **Stephenville High School,**

Aug. 2015 - May 2020

High School Diploma Earned

### **Tarleton State University,**

Aug. 2020 - May 2022

Studied Computer Science & Physics for two years, no degree earned.

## SKILLS

Customer Service

Teamwork & Communication

Database Management using  
Windows Active Directory

Cybersecurity

System Administration

Video Call/Conference  
Experience

Cloud Computing

Organization and Scheduling

Problem Solving

Computer Hardware Repair

Emerging Technologies

Inventory Management

Data Structures

IT Ticketing System  
Experience