

# Bill Woodland

San Antonio, Texas 210-799-7119 [help.desk@austin.rr.com](mailto:help.desk@austin.rr.com)

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## Summary

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Customer service oriented IT professional with 35 years of experience. Strong analytical and troubleshooting skills. Excellent written and verbal communication skills.

Experience with:

- Active Directory administration
- Office 365 administration
- Windows 7, 8, 10, Office 2007 - 2016
- Windows Server 2003, 2012
- Strong TCP skillset: DNS, DHCP/static IP, SMTP, IIS management, Telnet/SSH, FTP
- Solarwinds network monitoring
- Web development using Classic ASP
- MSSQL Server administration
- iOS and android mobile device management

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## Employment history

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- Network Specialist/Helpdesk Support 3/2015 – 9/2018 Texas Facilities Commission, Austin, TX
- Retired 9/2011. Returned to workforce 3/2015
- Web Administrator IV 9/2009 – 8/2011 Texas Facilities Commission, Austin, TX
- Programmer IV 2/2003 - 8/2009 Texas Facilities Commission | Austin, TX
- Systems Analyst 5/1990 – 2/2003 Texas Department of Economic Development Austin, TX

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## Interests

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Desktop Technical Support, LAN connectivity/troubleshooting, Web Accessibility, User Experience, User Interface, Database Design and Development

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## Professional References

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Glenn Garvey 512-475-2488 CIO at TFC

Michael Phillips 512-936-7095 CIO at the Texas Railroad Commission

Kristy Fierro 512-463-3458 Director of State and Federal Surplus at TFC

Richard Ehlert 512-463-0209 Procurement Director at TFC

John Raff 512-463-3567 Director of Facilities Design and Construction at TFC