

WILLARD WELLS

IT SUPPORT SPECIALIST | AI, AUTOMATION & WEB SOLUTIONS

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PROFESSIONAL PROFILE

IT support specialist and digital solutions builder with more than 20 years of technology experience, including over 15 years providing campus-wide support at Hillel Academy. Combines hands-on systems, networking, Google Workspace and education-technology support with practical experience in AI-assisted development, workflow automation, web application delivery and digital content production. Builds, deploys and maintains websites and prototypes through GitHub, Vercel and GitHub Pages, using AI tools to move efficiently from business requirements to working solutions.

CORE EXPERTISE

IT Support & Infrastructure: Windows and Chromebook support; hardware diagnostics; printers, projectors and interactive displays

Networking: Cisco Meraki; wired and wireless connectivity; workstation setup; network troubleshooting

Web & App Delivery: Next.js, TypeScript, Tailwind CSS, HTML/CSS/JavaScript, Jekyll, GitHub, Vercel and GitHub Pages

Systems & Administration: Google Workspace/Admin; user accounts; Rediker AdminPlus/TeacherPlus; server backup checks; access control

AI & Automation: OpenRouter, Gemini, ChatGPT, Claude; prompt engineering; n8n workflows; AI-assisted development and testing

Digital Media & Training: AI content creation, graphic design, photo/video editing, workshop facilitation and user guidance

PROFESSIONAL EXPERIENCE

IT Support Specialist / Systems Support Technician | Hillel Academy

2010-Present

- Provide day-to-day technical support for staff and students, resolving hardware, software, account, printing, classroom-technology and connectivity issues.
- Repair and maintain computers, printers, projectors, Boxlight/Mimio interactive displays and related campus technology.
- Support Google Workspace administration, user provisioning, access management, configuration and troubleshooting.
- Maintain and troubleshoot Cisco Meraki wired and wireless network services, workstations and peripheral connectivity.
- Support Rediker AdminPlus and TeacherPlus, Chromebook operations, College Board Bluebook testing requirements and other educational platforms.
- Perform server backup checks and support Hikvision access-control systems and campus technology operations.
- Assist users through clear technical guidance, issue diagnosis, documentation and practical problem-solving.

System Administrator | Cape Cod Workers Program

2003-2007

- Configured workstations, user accounts, system-wide software and storage allocation.
- Supported virus prevention, software installation, hardware and user troubleshooting.

Purchasing Officer | Mainland International

2002-2003

- Monitored stock levels, entered purchase orders, followed up with suppliers and checked received goods against purchase orders.

AI, AUTOMATION & WORKSHOP EXPERIENCE

AI Workshop Facilitator / Digital Skills Contributor | Jamaica Public Service (JPS)

2025

CX Elevate Life Skills Development Programme

- Delivered practical AI content-creation workshop guidance for JPS participants, introducing tools including Recraft AI, ElevenLabs and Beacons.
- Provided structured post-workshop review, scoring and feedback on participant AI video projects.
- Reviewed participant LinkedIn profiles and supplied practical feedback on clarity, presentation and professional impact.

Independent AI, Automation & Web Solutions

Recent

- Use AI-assisted software-development and vibe-coding workflows to translate business requirements into prototypes, websites and internal tools.
- Build and deploy applications with Next.js, TypeScript, Tailwind CSS, GitHub and Vercel, including API integrations, environment configuration, testing and production checks.
- Create n8n automations for content publishing, Telegram/YouTube workflows, birthday email delivery and daily fitness reporting.
- Apply prompt engineering and AI tools such as OpenRouter, Gemini, ChatGPT and Claude for extraction, structured output, content generation, workflow design and troubleshooting.

SELECTED WEB, AI & AUTOMATION PROJECTS

- **LifestyleHikers.com** - Built and maintains the production website and Git-based content system for Lifestyle Hikers, including a CMS for events, trails, galleries and blog content, plus GitHub Actions and n8n/Telegram automation. [View project](#)
- **TheCreativeTechnician.online** - Built and maintains a personal technology and creative-content website and blog through a GitHub-based publishing workflow. [View project](#)
- **ASYCUDA Converter 2** - Developed a Next.js application that extracts commercial invoice data, supports declaration review, verifies Jamaican tariff codes and generates test ASYCUDA XML using Gemini with OpenRouter fallback. [View project](#)
- **X-AIL AI Prototype Builder** - Built and deployed a guided tourism-business prototype generator for X-AIL Consulting using Next.js, TypeScript, Tailwind CSS and OpenRouter. [View project](#)
- **Chef San Website** - Built a production-oriented Next.js website for a private chef with booking, contact, blog, SEO and integration foundations for Calendly, Stripe and transactional email.
- **Additional Website Builds** - Created portfolio, community, education and content platforms including When Wi Hungry, Bryan Campbell Portfolio, Harbour View Directory, Jamaica Basketball, Aunty's Backyard and personal portfolio sites.

WEBSITE MAINTENANCE & DEPLOYMENT

- Manage Git-based content updates, source control, branch and pull-request workflows, and production deployments through GitHub, Vercel and GitHub Pages.
- Maintain responsive layouts, content publishing, basic SEO, site metadata, image optimization, environment variables and integration settings.
- Test builds, troubleshoot deployment failures and monitor application behaviour after release.

PROFESSIONAL DEVELOPMENT

- ISTE Live + ASCD Annual Conference - San Antonio, 2025
- ISTE Live + ASCD Annual Conference - Orlando, 2026

TECHNICAL QUALIFICATIONS

CompTIA A+ and Network+ - Vantage Point, 2018

Cisco CCNA - Technical qualification

ADDITIONAL TECHNICAL SKILLS

Computer assembly and maintenance • Software installation • Virus protection and malware removal • Microsoft Outlook support • Graphic design • Photo editing • Video editing • Documentation • End-user training