

James “Skip” Amos

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IT Project Coordinator, IT Helpdesk, Jr. NETWORK ADMINISTRATOR

Taking initiative to provide integral technical support and troubleshooting issues related to hardware and software in a networked environment. Adept at providing exceptional customer service support in diverse settings. Accomplished in public speaking, leadership, team building, problem solving, and human relations.

TECHNICAL SKILLS

- OS – Windows, Linux, Mac (GUI and CLI)
 - Routing & Switching
 - IT and computer systems Support
 - Programming (some training) – C++, Python, JavaScript, Ruby, HTML/CSS
 - Server Management
 - IT Troubleshooting
 - Security Enhancement
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EDUCATION and Certifications

- Clackamas Community College – AA Degree – Computer & Network Administration - 1/16 to 4/18
Phi Theta Kappa – GPA 3.5 Oregon City, OR
 - **CompTia A+** certification – Hardware/Software management, PC and mobile - 6/17 to 6/20
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PROFESSIONAL EXPERIENCE

IT Helpdesk – NW Natural Gas - TEKsystems - Portland, OR 10/19 to 12/19

- Remote resolve 1000+ NWNG contractors and FTE's for 500 applications and network connectivity issues
- Resolve 20-30 tickets per day with System Center Service Manager ticketing system
- Software installs, Shared network drive updates, SCCM usage, business user
- Manage Active Directory registered users, roles, permissions, identity and access management.
- Cellphone management; Workspace One and Airwatch, iPhone and Android, personal and Company owned

IT Refresh Project Coordinator – Insight Global / Daimler Trucks – Portland, OR 11/18 to 10/19

- Track and report project progress to management
- Create and manage analytic Excel spreadsheets and reconcile data with Sharepoint
- Dispatch issues to fulfillment teams (including Client Engineering, Asset Management, etc.)
- Coordinate schedules, training, & provide day to day support for PC refresh technicians
- Communicate with end users via phone and email to schedule Refreshes
- Perform close collaboration especially with Asset Management and Client Engineering, as well as the other key service areas (catalog, workflow, CMDB, software onboarding and license management) within end user services
- Troubleshoot request build and fulfillment issues using Daimler propriety software, ie, CISM (Remedy) and CoSyMa (SCCM), ShopIT (ERP)

Helpdesk Service Technician – Covenant Technology Solutions - - Gladstone, OR 7/18 to 11/18

- Remote Tech support for inbound calls for MSP (Managed Service Provider)
- Remote Desktop (RDP) install, configure, & troubleshoot all networked devices, profiles, & applications
- Serviced 50 companies' diverse networked environments, Mac and MS OS, domains and workgroups
- MS Exchange & O365 admin, Citrix, spam filters, AD user Groups, Security, add/drop protocols
- Ticket management (Connectwise), with Labtech remote management system, network/printer maps

Server Project Tech – Carisbrook Technology - Wilsonville, OR 4/18 to 6/18

- Remote Tech support in/outbound calls for non-technical hospital staff, password resets
- Remote Desktop (RDP) install, configure, and troubleshoot new servers for enterprise production
- Call ticket management (HEAT system), networking maps, AD, proprietary server management apps

Call Center Specialist – Clackamas Community College - Clackamas, OR 6/17 to 3/18

- Resolve a variety of student and parent issues of enrollment, & financial aid, Collaborate with CCC staff & faculty
- Correctly route inbound calls to appropriate departments, Office 365 management
- Collaborate with CCC staff and faculty to implement and protect policy and procedure

IT Helpdesk – Clackamas Community College - Clackamas, OR 6-9/16 & 6-9/17

- Re-image PC's, troubleshoot network connectivity, upgrade OS's with customized settings,
- Resolve 20-30 tickets per day with Service Master system
- Software installs, Shared network drive updates, SCCM usage, business user
- Manage Active Directory registered users, roles, permissions, identity and access management.
- Configure VDI OS, then deploy and install, install VoIP phones with R&S troubleshooting