

James Gambardella

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Summary of Qualifications

Former Clark County IT systems technician looking to reenter the profession after 10+ years in customer service. ~2 years of technology experience in desktop support for office hardware, software, and network connectivity. Proficient in handling customer complaints, de-escalation of conflicts, and maintaining a positive and cordial demeanor. Hoping to use my wealth of customer service experience to reinvigorate my technology career.

Skills

Great Interpersonal Skills
Basic Computer Hardware knowledge
Microsoft Office
VPN/IPSEC
Active Directory
Group Policy

Certifications

Currently studying towards CompTIA A+ and
CompTIA Network+

Professional Experience

Tavern on Main, Eugene, OR
Assistant General Manager

APR 2021 - SEP 2021

- Handled high volume under pressure whilst prioritizing ticket times and guest relations.
- Trained new or current staff on policy and/or new procedures.
- Worked with the general manager to create new guest experiences as well as finely tuning current and new agendas.
- Occasionally handled GM duties of dispensing cash into safe, handling daily service routines, and reporting inventory.
- Fostered healthy relationships with coworkers to create a team oriented environment by:
 - Listening and documenting concerns, then relaying them to the general manager.
 - Encouraging and uplifting employee's techniques from my own knowledge and experience.
 - Remaining flexible during high stress times to provide relief to any in need.
- Coordinated with the social media manager to showcase new products to the public.

Ritter's Housemade Foods and Bar, Salem, OR
Lead Bartender

OCT 2018 - APR 2021

- Monitored daily/monthly tasks and ensured they were fulfilled.
- Spearheaded menu development with personal creations as well as involving other employees to create innovative and profitable menu items.
- Continued industry knowledge through company provided classes.
- Organized meetings for the employees to enhance service practices and provide new industry specific knowledge.
- Created documentation to provide consistent and improved upon daily duties.
- Exerted knowledge and interpersonal skills to build a clientele.

- Maintained up-to-date industry knowledge.
- Provided exemplary customer service in a fine dining establishment.
- Tended to guests needs throughout their stay and promptly completed any additional requests in a timely manner.

Clark County, *Systems Technician*

2008 – 2010

- Provided On-site Support and troubleshooting to several different departments within Clark County.
- Assisted several department wide hardware upgrade projects.
- Learned technical writing skills to write guides and maintain knowledgeable databases.
- Setup multiple Voting Sites during the Early Vote which included network connection and hardware.
- Used Symantec ghost cast for mass imaging in hardware upgrade projects and election hardware.
- Worked with MS Office , as well as many other programs relating to the different fields of the County.
- Worked on a 6+ week project in support of the 2012 Primary Election which included the installation and support of the main Election Bureau and the satellite Early Vote locations.
- The services involved were primarily remote access utilizing a multitude of connection methods; from analog dialup to ISDN to DSL to wireless technologies including: broadband cards, wifi hotspots and Cisco HWIC Routers.
- Supported various peripherals (printers, scanners, ACD card readers, UPS units, etc.).

References

Professional Reference

Mike Ritter
Ritter's Eatery
President/ CEO
(503)302-3654

Professional Reference

Phillip Kim
(former Coffee Lodge)
General Manager
(702)301-8985

Professional Reference

Christian Longoria
Marche
Floor Manager
(262)716-8120

Professional Reference

Nicole Kauffman
Tavern on Main
General Manager
(541)729-7190

Professional Reference

Mark Matthews
Clark County
Supervising Systems Tech.
(702)604-0360

Personal Reference

Karen Powell
Clark County
Court Administrator
(702)378-2376