James Kim

IT/Network

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**Summary**

Graduated from California State University, Bakersfield. Served 4 years in US Army. Office Clerk for US Census 2010. Great at communications and trained on leadership skills. Advanced knowledge of many kinds of technology.

**Employment History**

**Turner Techtronics** Burbank, California

Support Desk Agent October 2019 - January 2020

Provide tier 1 IT support to VCA animal hospitals using ServiceNow ticketing system

Remote Access programs such as LazyTS, Bomgar, VNCviewer, and TeamViewer

Troubleshoot Microsoft Server 2008/2016 with PingInfoViewer tool

Support full and thin client computers and laptops running Windows XP/7/10

Support Microsoft O365, mostly with Outlook

Install printers and ports on servers using static IPs with Angry IP Scanner

Maintain user logins with Microsoft Active Directory

Install and troubleshoot Cisco VPN with two step authentication setup

Monitor server status and gateways with PingInfoView

Good analytical and troubleshooting abilities

Patient and able to walk users through troubleshooting and repair process

Familiarity with SQL errors

Excellent communication skills by assisting users with computer application questions

**Target** Bakersfield, West

Hardlines Team member August 2017 - December 2017

Customer service and retention

Product knowledge

Inventory organization

**US Army, Active**

Communications Specialist January 2011 – January 2015

Secret Clearance (expired)

Set up Cisco VoIP telephones and internet access for over 100 people

Handle sensitive material such as PII over secured networks and firewalls

Windows servers and VMware

Attention to detail

Teamwork

Trained on leadership skills

**US Census** Hollywood, California

Office Clerk May 2010 – June 2010

* Hired and trained over 30 new field clerks for the census
* Taken over 50 fingerprint sets for background checks
* Input payroll for all personnel in the district
* Answer phones in a professional manner providing answers when possible and transferring calls or taking messages when needed

**Will & Ariel Durant Branch Library**                Los Angeles, California

Volunteer Librarian                             June 2006 – July 2007

**Education**

**James Monroe High Law & Government Magnet** North Hills, California

Internship at Los Angeles Superior Courts

Graduated June 2007

**California State University Bakersfield** Bakersfield, California

BS Computer Science (August 2015 - June 2019)

Graduated June 2019

Dean’s list Winter 2015

**Skills**

Linux Mint and Ubuntu

Computer virus and spyware knowledge and removal

C/C++

HTML

PHP

VMware

PostgreSQL

**Languages**

Korean: Conversational