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| **James Stringer**  702.348.9341 | [jaydotbutta@gmail.com](mailto:jaydotbutta@gmail.com) | North Las Vegas 89031 | | | |
| **HELP DESK TECHNICIAN**  Technical Support | Customer Support | Software Troubleshooting  Results-oriented and adaptable **IT operations professional** with experience in customer service, technical support, and PC maintenance. Possess adeptness in implementing technology-based solutions for business problems, along with standards, procedures, and processes that improve business functionality. **Areas of expertise include:** | | | |
| * Help Desk Ticketing Systems * Problem Diagnosis * Technical Troubleshooting | | * Phone & Online Support * Office 365 Support | * Customer Service * Complaint Handling |
| **Technology Proficiencies** | | | |
| **Ticketing:** | Jira Service Desk, | | |
| **Software:** | Active Directory, Office 365, Outlook | | |
| **Browsers:** | Google Chrome, Microsoft Edge, Mozilla Firefox | | |
| **Networking:** | LAN, Mesh Wi-Fi Network Systems, DHCP, DNS | | |
| **Platforms:** | Windows 10 Enterprise, macOS, Android, iOS, Chrome OS | | |
| **I.T. Helpdesk Experience** | | | |
| ***Windows Server 2016*** | **Hands-On Virtual Labs**   * Installed and setup VirtualBox, Windows Server 2016, linked clones, and RDP. * Added Windows 10 client machines to Windows Server 2016 domain. * Created and modified Active Directory template user accounts to hold various properties. * Configured Window Server 2016 domain settings, server name, TCP/IP settings, and remote desktop. * Created and linked Group Policy Objects (GPO) in Active Directory. | | | |
| **Work Experience** | | | |
| UPS, Las Vegas, NV  1st Level Help Desk  Key Contributions   * First level of Contact with customers * Performed basic Browser CONFIGURATION (clear cookies and cache) * Troubleshooting Printers (install cable connections, Dump Mode, and inkjet replacement) * Navigated customers through site software and resources   Emerus Holdings, Las Vegas, NV 11/2017-Present  Emergency Room Technician  ***Key Contributions***   * First Level of Contact with PATIENTS (gathered background information on visit) * Fixed minor print ISSUES (jams, restarting print spooler and replacing toner/ink jet) * Assisted Nurses and Doctors with various medical INTERVENTIONS (CPR,IV Starts, Venipuncture, splints)   Valley Hospital, Las Vegas, NV 07/2015-10/2017  Mental Health Technician  key Contributions   * Assisted Nurses with initial Triage * Performed wellness checks on patients * Lead daily groups(offered patients a opportunity to speak about their goals, struggles and solutions). | | | |
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| **Education & Credentials** | | | |
| **CompTIA A+ certification, CompTIA Networking + certification**  **High School (Valley High School)**  **University (University of Nevada, Las Vegas -Psychology B.A.)** | | | |