**James Primeaux**

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**Professional Summary**

Technically minded and motivated Veteran who is good with work requiring accuracy and attention to detail. Responsible problem solver with willingness and interest in learning new skills. Collaborative, hard-working with strong commitment to teamwork and willingness to contribute and follow specialized instructions and leadership directives.

**Experience:**

**True Blue Inc., Tacoma WA April 2018-December 2020**

**Information Technology Service Desk Tier II**

* Worked with end users to support various Windows Operating Systems
* Worked Cisco AnyConnect Secured Mobility Client to support end users for True Blue Inc.
* Worked with System Center Configuration Manager to support branches
* Worked on PRISM troubleshooting for end users and branches.
* Successfully tracked assets for True Blue Inc with 0 loss of equipment.
* Worked with Service Now ticketing system
* Assisted with customers with 20-30 calls a day
* Assisted with end users to set up laptop and desktops systems
* Assisted with customers to set up printers for use with branches
* Worked with Active Directory to support End Users.
* Worked with OKTA for end user accounts.
* Assisted with end users to setup and troubleshooted with Microsoft Office 365 suite
* Worked with Microsoft Office Exchange Administration

**Zonar Systems, Seattle WA March 2018 – April 2018**

**Customer Service Support Tier I**

* Worked with OMI Two-Way Communications, Admin Console 3.x for GPS units
* Assisted customers with troubleshooting their issues with the V3 GPS unit and 2020 and Connect systems
* Worked on the AOBRD (Automatic On-board Recording Device) and ELD (Electronic Logging Device) tablet systems
* Assisted customers with calls anywhere between 15-30 calls a day
* Worked on the Zonar Systems Ground Traffic Control database system
* Worked with CRM (Customer Relationship Management) ticket system

**Starbucks Service Support Center, Seattle WA May 2017 - Nov. 2017 Tier III DOM Support Specialist Escalation Technician**

* Updated Starbucks information Portal
* Resolved Internal Tracking Service Management (ITSM)tickets submitted
* Compiled escalations and resolved escalations
* Troubleshooted hardware/software issues with Digital Order Manager (DOM)
* Troubleshooted networking and IP address conflicts through network tools
* Addressed installation issues with DOM
* Successfully installed 1400 DOM’s for Starbucks
* Assisted in the troubleshooting of DOM’s for technicians in the field

**Overlake Hospital Medical Center, Bellevue WA February 2017 - April 2017 Deployment Technician**

* Upgrade hospital integrated system from legacy Cisco, AT&T, and Avaya units to new Cisco units
* Team assistance in resolving unit activation issues
* Provide training support to users of new units
* Gathered feedback and install issues for follow up and resolution

**Tukwila Food Pantry (Internship) Tukwila WA May 2016 - August 2016**

* Updated files and out of date antivirus definitions
* Setup new laptop systems for new employee and trained them on how to use it
* Restored accountability and order to their client records

**Cascade Bicycle Club (Internship) Seattle, WA May 2015 - July 2015**

* Supporting and maintaining help desk operations
* Setup and installed working laptops stations
* Maintained antivirus programs and software updates
* Troubleshot and updated the Active Directory

**Washington National Guard, Kent, WA**  **December 2013 -December 2018**

* Organized Command Posts of the Future (CPOF) computer workstation project during   
  Command Operations
* Tracked and maintained the CPOF computer workstations
* Trained personnel on the use of the CPOF equipment and software
* Set up and maintain VOIP Telecommunication Systems

**US Army/Washington National Guard Various locations April 1999 - November 2013**

**CBRN Operations Personnel JBLM, WA November 2013 - December 2017**

* Obtained and updated CBRN equipment and records with 100% accountability
* Created a database for locating of records for training and equipment
* Set up and supported VOIP Telecommunication Systems
* Trained troops on the use of CBRN equipment for future deployments
* Schedule and perform preventive and organizational maintenance on company equipment

**Education:**

**Bachelor of Science-Information Technology 2016**

Sanford Brown College, Seattle WA

**Warriors Leader Course, Fort Knox, KY**

Leadership and Management Courses