# James Michael Potratz

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## OBJECTIVE

I am looking to grow my experience in working with computer systems in a corporate environment while pursuing my higher education goals.

## EDUCATION

**Metropolitan Community College - Computer Science**          August 2017 – Present
**Iowa State University - Computer Science**          August 2012-January 2014

## WORK EXPERIENCE

**Ameristar Casino Hotel:** Council Bluffs, Iowa          February 2017- August 2017
   **Casino Floor Supervisor / Technology Liaison**
- Deliver excellent customer service for guests while supervising table games.
- Table Game Knowledge: Blackjack, Pai-Gow Poker, High Card Flush, Four-card Poker, Ultimate Texas Hold-em, Mississippi Stud, Cajun Stud, Craps
- Deploy hardware and software imagings for Casino devices.

**Wild Rose Casino and Resort:** Emmetsburg, Iowa          August 2014- January 2017
   **Casino Technology Specialist**
- Ensure all Casino networked devices are synced and secured
- Deploy Slot Machines and Desktops with up to date software and operating systems
- Routinely check on the hardware of devices to ensure no malfunctions and security breaches.

**Conduit Global:** San Antonio, Texas
   **I.T. Support Specialist**
- Resolve phone calls involving technology issues while ensuring great customer service
- Provide knowledgeable information regarding technology issues and attempt to resolve them.
- Routinely check on the hardware of devices to ensure no malfunctions and security breaches.

## HONORS & AWARDS

Winner of the 2013 Fall Cyber Defense Competition at Iowa State University (sponsored by Boeing)

## SKILLS

Commitment to quality customer experience
Training and development for new employees
Computer hardware repair and installation
Java, HTML, SQL, Python and C software programming
Network defense, security, and troubleshooting
Windows, Apple OS and Linux operating system support