

---

# JAMES POTRATZ

---



JAMES.POTRATZ@GMAIL.COM



515.782.9519



[HTTPS://WWW.LINKEDIN.COM/IN/JAMES-POTRATZ-86824589/](https://www.linkedin.com/in/james-potratz-86824589/)



[HTTPS://GITHUB.COM/JPOTRATZ](https://github.com/jpotratz)

---

## OBJECTIVE

I am seeking a full-time position in the Information Technology sector that will encourage further learning opportunities while providing real-world experience in the business world.

---

## AWARDS

Winner of 2013 Fall Cyber Defense Competition by Boeing

---

---

## EXPERIENCE

---

### TECHNICAL SUPPORT ADMINISTRATOR KOCH BUSINESS SOLUTION

January 2019 – Present

- Provide technical support assistance to all Koch companies.
- Utilize SCCM for software pushes and Windows troubleshooting.
- Correct connectivity and Active Directory related issues remotely.
- Ensure customer service is maintained utilizing ServiceNow.

### SERVICE DESK INTERN NATIONAL ASSOCIATION OF INSURANCE COMMISSIONERS

April 2018 – January 2019

- Provide product support across all U.S. States and Territories.
- LDAP account and group membership policy utilizing NETIQ software.
- Guarantee SLA requirements and Incident reporting procedures.
- Utilize Cisco Jabber and Slack for company communication.
- Expert user of JIRA ticketing system, including familiarity with Tableau.

### CASINO FLOOR SUPERVISOR | TECHNOLOGY LIASON AMERISTAR CASINO HOTEL

January 2017 – August 2017

- Utilize OASIS 360 and PITBOSS Casino operation management software.
- Document proper inventory management through Excel spreadsheets.
- Ensure proper 802.1X cabling standards for building and mounting technology equipment.

### CASINO TECHNOLOGY SPECIALIST WILD ROSE CASINO AND RESORT

August 2014– January 2017

- Deployed HP hardware including Desktops, Laptops and card readers.
  - Deliver software to networked devices via SCCM and Software Center.
  - Active Directory user account management and policy.
- 

## EDUCATION

---

### A.A.S COMPUTER SCIENCE INFORMATION SYSTEMS (WIP)

Metropolitan Community College

Anticipated graduation: Spring 2019

### COMPTIA NETWORK + (N10-007)

ID: COMP001021417369

12/14/18 – 12/14/21