

## James Carter

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## Summary

Detail-oriented IT Technician with 5+ years of experience in user support and system maintenance. Proven expertise in hardware/software troubleshooting, system upgrades, and preventive maintenance. Skilled in building cross-departmental relationships with 98% user satisfaction rates. CompTIA Network+ and Cisco CCNA certified professional with strong problem-solving abilities.

## Work History

### • Senior IT Technician at Bay Area Tech Solutions

June 2020 - present

- Increased API throughput by 40% through async Rust implementation
- Reduced PDF generation time by 62% using parallel processing
- Implemented ATS-friendly resume parser used by 15K+ monthly active users

### • IT Support Specialist at Golden Gate University

Jan 2017 - Feb 2020

- Reduced IT service ticket resolution time by 25% through the implementation of an internal knowledge base using Confluence and SQL.
- Developed a system monitoring dashboard using Nagios, proactively identifying and resolving issues, reducing system downtime by 40%.
- Spearheaded a project to upgrade endpoint antivirus solutions, improving endpoint security compliance to 95%.

## Projects

### • User Support Knowledge Base

Developed internal documentation system for common IT issues

[github.com/JohnCarter/uskb.git](https://github.com/JohnCarter/uskb.git)

Technologies: Confluence SQL PowerShell

## Education

California State University

Bachelor of Science in Information Technology

GPA: 4.1

Courses: Data Structures, Systems Programming, HR Tech Systems

Dec 2014 - Feb 2017

## Skills

Languages: Python, C

Certifications: CompTIA A+, Cisco Certified Network Associate (CCNA), ITIL Foundation Certification

Tools: Active Directory, SCCM, Nagios, Veeam Backup, SQL Database Management