James Carter
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Summary

Certified IT Technician with 5+ years of experience in maintaining enterprise IT infrastructure. Specialized in network administration, system troubleshooting, and endpoint security. Proven track record in reducing system downtime and improving operational efficiency.

Education

Bachelor of Science in Information Technology
California State University

2016-09 - 2017

Work History

- **Senior IT Technician**
  At Bay Area Tech Solutions
  Reduced average ticket resolution time by 35% through improved troubleshooting protocolsLed migration of 500+ endpoints to Windows 11 without business disruptionImplemented Zero Trust security model reducing security incidents by 60% Mentored junior technicians in advanced network diagnostics

  2020-03 - present

- **IT Support Specialist**
  At Golden Gate University
  Managed campus-wide network supporting 10,000+ daily users Deployed MDM solution for 2,500 faculty devices Automated software deployment reducing setup time by 70% Received 98% satisfaction rating in staff support surveys

  2017-06 - 2020-02

Projects

- **Enterprise Network Upgrade Project**
  github.com/John/network.git
  Led hardware refresh for core network infrastructure
  Technologies: [Cisco Nexus Juniper MX VMware ESXi Ansible]

- **Disaster Recovery Implementation**
  github.com/John/disaster.git
  Designed and deployed campus-wide backup solution
  Technologies: [Veeam AWS S3 Zerto PowerShell]

Skills

Cisco CCNA | VLAN Configuration | SD-WAN | IPSec VPN | Windows Server 2022 | Linux (RHEL/Ubuntu) | macOS | Active Directory | SCCM | Nagios | Wireshark | CompTIA Network+ | Microsoft Certified: Azure Administrator | ITIL Foundation |