

James Carter

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Summary

Detail-oriented IT Technician with 5+ years of experience in user support and system maintenance

Education

Bachelor of Science in Information Technology

Dec 2014 - Feb 2017

Graduated from California State University with GPA 4.1

Courses: Data Structures, Systems Programming, HR Tech Systems

Work Experience

- **Senior IT Technician**

At Bay Area Tech Solutions

- 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

June 2020 - present

- **IT Support Specialist**

At Golden Gate University

- 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%.

Jan 2017 - Feb 2020

Projects

- **User Support Knowledge Base**

github.com/JohnCarter/uskb.git

Developed internal documentation system for common IT issues

Technologies: Confluence, SQL, PowerShell

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