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
  Technologies: Confluence SQL PowerShell

Education

California State University
Bachelor of Science in Information Technology
4.1
Data Structures, Systems Programming, HR Tech Systems

Dec 2014 - Feb 2017

Skills

Languages: Python, C
Technicals: Hardware Installation/Configuration, Software Troubleshooting (Windows/Linux/macOS), Antivirus Deployment & Management, Backup Operations & Disaster Recovery
Certifications: CompTIA A+, Cisco Certified Network Associate (CCNA), ITIL Foundation Certification
Tools: Active Directory, SCCM, Nagios, Veeam Backup, SQL Database Management