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

- **Network Health Monitor**
  github.com/JohnCarter/netmonitor.git
  Created automated system monitoring tool that alerts for server downtime using custom scripts
  Technologies: Python, Nagios, Bash, Prometheus

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