JAMES BEALE

DESKTOP SUPPORT

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Highly productive technical professional with 20+ years in IT operations engineering. Acts as a key member of the team influencing a clear vision for success with an aptitude to establish goals. Possesses in-depth, hands-on experience with multiple technology stacks, has strong learning capacity, can-do mentality, and keen eye for details.

SKILLS

- Windows 10/11
- Mac OS
- Desktop Printer Support
- DHCP
- DNS
- TCP/IP
- Azure
- SQL
- Active Directory

- Networking
- Python
- System Security
- Compliance Assurance
- Problem Solving & Troubleshooting
- Customer Relations
- End-User Education
- Team Leadership & Adaptability
- Cross-Group Collaborations

EXPERIENCE

SYSTEMS ANALYST
NOV 2023 – PRESENT | MERIPLEX, *A MANAGED SERVICE PROVIDER (MSP)*

- Provide embedded technical support for eight doctors' offices.
- Specialize in maintaining seamless IT operations, troubleshooting technical issues, and implementing system enhancements.
- Enhanced skills in cybersecurity practices.

CUSTOMER SUPPORT ENGINEER
APR 2022 – APR 2023 | COMMVAULT SYSTEMS, *A LEADING PROVIDER OF ENTERPRISE BACKUP SOLUTIONS*

- Efficiently resolved customer technical issues, demonstrating expertise in troubleshooting and providing exceptional customer service.
- Excelled in customer satisfaction and technical problem-solving skills.

IT OPERATIONS ENGINEER
FEB 2006 – APR 2020 | CALUMET SPECIALTY PRODUCTS, *A GLOBAL MANUFACTURER*

- Handled a wide range of responsibilities in a dynamic IT environment, from setting up a wireless infrastructure for barcode inventory systems to overseeing antivirus protection.
- Instrumental in implementing a robust help desk system and asset inventory system.
- Demonstrated commitment to cybersecurity through proactive measures and continuous improvement.

EDUCATION & CERTIFICATIONS

GOOGLE CYBERSECURITY CERTIFICATE, COURSERA, 2024
BACHELOR OF SCIENCE, IT - SECURITY EMPHASIS, WESTERN GOVERNOR'S UNIVERSITY, 2019
DIPLOMA, NETWORK ENGINEERING AND DATA COMMUNICATIONS, THE CHUBB INSTITUTE, 2000
LINUX+ AND PROJECT+ CERTIFICATIONS