

James Cassidy

Waterloo, WI 53594

 james@drewcassidy.dev

 608-301-5321

Authorized to work in the U.S. for any employer

Professional Summary

Self-driven technical operations professional with experience spanning IT support, network operations, technical coordination, and team leadership. Known for learning new systems quickly, taking ownership of complex problems, and improving processes through practical tools and automation. I bring a hands-on, detail-oriented approach to technology, strong communication skills, and a genuine curiosity for how systems work — from infrastructure and networking to hardware and software behavior.

Professional Experience

Inspections Coordinator

Omni Technologies LLC – Oregon, WI

November 2024 – Present

- Supervise and manage a team of six inspectors performing annual and semi-annual fire alarm inspections for commercial clients across Wisconsin.
- Coordinate scheduling, training, mentoring, and performance oversight to ensure consistent quality and compliance.
- Oversee the full inspection lifecycle before, during, and after site visits, including logistics, customer communication, and quality control.
- Conduct detailed reviews of all inspection reports, correcting errors, standardizing data, and ensuring professional, consistent documentation.

- Interface directly with Authorities Having Jurisdiction (AHJs), uploading reports through portal systems and providing clients with clear discrepancy summaries.
 - Lead quarterly team meetings and vehicle/equipment audits; enforce accountability through documented disciplinary actions when required.
 - Designed and implemented multiple internal web-based tools to improve operational efficiency, including:
 - A digital device checklist replacing paper reports
 - An automated PDF bookmarking tool for faster report navigation
 - A report parser that extracts failed device summaries and generates customer email templates
 - Served as an escalation point for operational and technical issues, applying structured troubleshooting and documentation practices.
-

Regional Operations Specialist (Network Operations Center)

Spectrum Communications – Madison, WI

October 2023 – October 2024

- Monitored network alarms and system alerts, assessed incidents, and determined appropriate response actions to maintain network stability.
- Participated in incident response workflows, including triage, escalation, documentation, and resolution tracking.
- Entrusted with managing Everbridge alerts and outage communications to senior leadership, a responsibility typically assigned to senior specialists.
- Supported multiple NOC functions, learning new systems and processes quickly to assist across teams.
- Collaborated closely with experienced team members and frequently assisted or mentored others.
- Managed Remedy tickets and IRIS event inventories, often assuming responsibilities beyond the typical scope of the role.

Fiber Assigner / Technical Support Specialist

Frontier Communications – Sun Prairie, WI

March 2016 – October 2023

- Coordinated fiber optic installations and service restorations, working closely with field technicians to resolve technical issues.
- Managed high volumes of customer orders through internal systems while maintaining accuracy under pressure.
- Served on an escalations team handling high-priority and complex issues to minimize service disruptions.
- Acted as the primary internal IT support contact, troubleshooting hardware, software, access, and system issues for colleagues.
- Became the preferred technical resource following departmental downsizing, remotely resolving issues and supporting daily operations.
- Selected for the Attorney General's list due to expertise in fiber assignments and proactive problem-solving.
- Received multiple awards for attendance, reliability, and performance; consistently ranked as a top performer in productivity and service quality metrics.

Assistant Manager

Family Dollar – Madison, WI

May 2014 – January 2016

- Managed daily store operations including opening/closing procedures, inventory control, and cash handling.
- Led and trained employees to maintain operational efficiency and customer service standards.
- Implemented process improvements to improve productivity and time management.

- Assisted with scheduling, staffing decisions, and performance evaluations.
 - Resolved customer issues and maintained store appearance and merchandising standards.
-

Technical Skills

Operating Systems: Windows, Linux, macOS

Networking: TCP/IP, DHCP, DNS, VPN, LAN/WAN fundamentals, IP addressing, subnetting

Systems & IT: Active Directory, system administration concepts, endpoint troubleshooting, firewall fundamentals

Monitoring & Support: Network monitoring, incident escalation, ticketing systems (Remedy), technical documentation

Automation & Scripting: PowerShell, Python fundamentals, scripting logic

Web & Data: HTML, CSS, SQL basics

Virtualization & Platforms: VMware, AWS fundamentals

Hardware & Other: Computer hardware, embedded devices, electronics fundamentals, remote access tools

Education

High School Diploma

Penn Foster – Pennsylvania

Additional Information

- Strong interest in technology, systems behavior, and continuous learning
- Hands-on learner who experiments with hardware, software, and automation outside of work
- Known for reliability, problem-solving, and stepping into complex situations when needed