

James Richardson

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<https://www.linkedin.com/in/james-richardson-professional/> | <https://github.com/jamesdrichardson>

A highly skilled Software Developer and IT technician, with experience leading complex projects and managing people and teams. Highly communicative and always willing to take on new and challenging projects.

SKILLS

- | | | | |
|----------------------|-------------------|-----------------------|-----------------------|
| - Project Management | - Javascript | - Vue.js | - E/R diagrams |
| - Java | - Mac and Windows | - Responsive Design | - Integration Testing |
| - C# / ASP.NET | Operating Systems | - IntelliJ | - Addigy (MDM) |
| - HTML/CSS | - Spring Boot | -Git | Administration |
| | - PostgreSQL | -Unit Testing (JUnit) | - Google Suite/Admin |

TECHNICAL EXPERIENCE & PROJECTS

Rock-Paper-Scissors

Developed a command line program in JavaScript to play rock paper scissors. The game keeps track of your score and the computer's score as you play.

Mock Website Landing Page

Developed a website landing page using HTML and CSS. I used this project to gain mastery over flexbox.

TV Show and Movie Picker

Developing a full stack application using Java, PostgreSQL, JavaScript, Vue.js, and RESTful APIs, that allows a user to grab information on Tv Shows and Movies depending on search terms they put into help users choose what to watch.

EDUCATION AND AWARDS

Tech Elevator, New York, NY

April 2023 - Present

Currently attending a 30-week full-stack coding bootcamp learning how to create dynamic web-based software systems using Java providing 800+ hours of development education and application.

Bucknell University, Lewisburg, PA

August 2013 - May 2017

B.A. in Classics and Ancient Mediterranean Studies

WORK EXPERIENCE

Netflix, New York, NY — IT Support Engineer

May 2023 - Present

- Manage IT support and tickets for a team of more than 10,000, solving complex technical support issues.
- Monitored stock levels and managed on-site inventory.
- Assisted in build outs for additional desks and office space.

AlphaSights, New York, NY — Senior IT Support Engineer I

January 2020 - January 2023

- Managed IT support and tickets for a team of more than 1,500, solving complex technical support issues.
- Directed and executed training for employees as part of onboarding and continued education.
- Monitored and oversaw projects and new technology roll-outs for a team of more than 1,500.
- Configured and deployed Macs (via MDM solution), VoIP phones, hardware, and networking equipment.

Apple, Brooklyn, NY — Technical Specialist

January 2017 - January 2020

- Troubleshoot and repair complex software and hardware issues with the entire spectrum of Apple products.
- Assessed customers' support needs when they arrived, providing solutions or referring them to the correct team members.