

# James Hough

IT Support and Customer Assistant Specialist

Skilled solutions-oriented IT and support specialist with over three years of experience looking for remote career opportunities.

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[James Hough LinkedIn](#)

## EXPERIENCE

### **NurseCom, Glendale, AZ- CSA I**

November 2023 - February 2025

Promoted from CSAI after first few months of employment.

- Answer and process multiple calls simultaneously for company clients
- Gather and document accurate information effectively and efficiently.
- Operate applications like Epic to abstract necessary information about patients

### **Scottsdale Unified School District, Scottsdale, AZ- IT Support Specialist I**

January 2022 - March 2022

Promoted from Tier 1 Customer Care after the first year of employment.

- Provided troubleshoot from both call center and in person for tech issues with an array of devices
- Diagnosed and repaired student Chromebooks used for entire SUSD school district resulting in quick turn around
- Escalated more advanced issues to different departments when needed through a ticketing system to prioritize higher needs

### **J-Curve Technologies, Tempe, AZ— Tier II Customer Care**

Nov 2018 - Aug 2021

Promoted from Tier 1 Customer Care after the first year of employment.

- Collaborated with customers through complex network troubleshooting for the streaming service, Vudu
- Escalated issues through a ticket system to the client from customers and Tier I agents ensuring client satisfaction
- Assisted Tier I agents with questions while analyzing client issues on my own calls

## EDUCATION

## SKILLS

Analytical thinking

Phone etiquette

Multitasking

Organization

Time management

Troubleshooting and  
Problem-solving

Clear written communication

Remote desktop support

Technical Documentation

Adaptive and flexible

Active Listening

Teamwork and Collaboration

Attention to detail and accuracy

## Software Proficiency

Proficient in Java

Familiar with C#

Familiar with Javascript

Proficient with HTML

Proficient in CSS

CMS management

SQL database  
management

Microsoft Office 360 suite

## **Phoenix College**

1202 W Thomas Rd, Phoenix, AZ 85013

2023 Degree Earned, Associates In Arts

Area of emphasis: Coding and programing languages

GPA 3.8