

JAMES MCKENNA

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SKILLS & ABILITIES

HTML, CSS, Javascript, ITSM, ITIL, Troubleshooting, Customer Service

EXPERIENCE

09/2017-Present Support Services Technician II, *NFI Industries*

- Technical lead for new ITSM/ITIL implementation and continued maintenance. Installation and configuration of Ivanti Endpoint Manager and Ivanti Service Manager. Consult on process improvements using these tools.
- Endpoint management including hardware and software inventory, patch management, and software distribution.
- Support and maintain NFI's legacy ITSM software, LANDESK Service Desk. This includes monitoring server and application health, troubleshooting when appropriate, and making process improvements via LANDESK's designer tools.

03/2017-09/2017 Support Services Technician I, *NFI Industries*

- Field incoming calls, emails, and self-service requests and incidents to assist end users with technology-related problems encountered on NFI equipment, including laptops, desktops, peripherals, networked and local printers, networking equipment, and RF guns.
- Escalate incidents when appropriate to other teams determined by application or origin of issue (network, platform, etc.)
- Document all contacts in ITSM software.

EDUCATION

2019 Penn LPS Coding Boot Camp, Philadelphia, PA, *Penn University*

2014 A.S. Public Service, Toms River, NJ, *Ocean County College*