PO Box 93922
Albuquerque, New Mexico 87193

James Portzline
A.A., A+ Certified

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Objective

To obtain a position with career growth that will enable me to use my IT, networking, troubleshooting, computer design, and computer support skills.

Related Coursework

- Essentials of Hardware and Software Operating Systems
- Hardware Repair and Troubleshooting
- Technical instructions
- Imaging PC and Mac Systems
- Graphic User Interface
- Wired and wireless Networking
- Customer Service Oriented Experience
- Computer Security
- Windows, Mac OS X, and Linux
- Research and Implement Solutions
- Strategies for the Technical Professional
- Professional Procedures

Skills Profile

- Diagnose and resolve PC and Mac (including iPad and Apple TV) hardware and software issues
- Set up, configure, and test computer systems
- Perform hardware and software maintenance
- Provide technical instruction and support to individual users
- Analyze customer needs; research and implement solutions
- Read, interpret, and follow technical documentation
- Possess strong customer service skills
- Learn and adapt quickly to new situations
- Possess strong interest and desire to learn in the IT field
- Proficient in setting up Promethean Hardware and software
- Proficient in operating systems such as Microsoft Windows XP, Vista, 7, and 10; proficient in Mac OS X Snow Leopard 10.6 through macOS 10.12, proficient Linux Mint, Kali, and Ubuntu
- Proficient in HTML
- Proficient in Adobe Creative Suite
- Familiar with Microsoft Office Suite
- Familiar with Google Docs

Professional Experience

Computer Technician, Albuquerque Public Schools, January 2013 – March 2017 Albuquerque, New Mexico

- Provide technical support to all users at Wilson Middle School
- Diagnose system hardware, software, and operator issues

Computer Technician, Kemtah, July 2011 – June 2012, Albuquerque, New Mexico

- Provide technical support to users at Presbyterian Hospital
- Lead special projects and installations as requested.

User Support Analyst, University of New Mexico, August 2009 – July 2011, Albuquerque, New Mexico

- Answer Help Desk calls, track incidents and requests
- Troubleshoot software and hardware issues
- Install hardware and peripheral components, load software onto computers
- Diagnose system hardware, software, and operator issues

Technological Operations at PRISM Evaluation Associates and Cutting Edge Consulting Services, November 2003 – April 2009, Albuquerque, New Mexico

- Provided hardware and software support
- Set up and configured machines
- Performed networking activities both for the company and its clients

Owner, Minds in Action Studios, November 2003 – April 2009

Albuquerque, New Mexico

- Provided graphic design, web design, and flash animation for clients

Technical Support, Uniprise, October 2002 – November 2003

Albuquerque, New Mexico

- Supported members with registration, password changes, and security concerns
- Troubleshot software and hardware issues
- Provided first tier phone support

Education and Academic Achievements

A+ Certified, August 2008

Associates Degree, ITT Technical Institute, Multimedia Programming, March 2005, *Graduated Class Valedictorian, Awarded "Highest Honors", Member of National Vocational – Technical Honor Society*