

# James Richards

## Technical Support / Help Desk

Organized and dedicated Technical Support Agent with proven track record of providing exceptional customer service in fast-paced environments. Offering keen attention to detail and strong decision-making skills to manage multiple, concurrent tasks. Self-motivated work ethic to perform effectively in independent or team environments.

### Contact

#### Address

Las Vegas, NV 89169

#### Phone

719-888-9122

#### E-mail

richardsjamesw@gmail.com

#### WWW

<https://bold.pro/my/james-richards-230425211122/274>

### Skills

Basic Computer Skills	●●●●● Excellent
Technical / Customer Support	●●●●● Excellent
Active Listening	●●●●● Excellent
Analytical and Critical Thinking	●●●●○ Very Good
Attention to Detail	●●●●○ Very Good
Windows XP - 11	●●●●○ Very Good
Linux / MacOS	●●●○○ Good

### Work History

- 2021-11 - Help Desk** - Contract (complete) through Robert Half International.
- 2022-10** *Robert Half International, Las Vegas, NV*
- Managed and maintained user accounts on Active Directory and Office 635 for a leading, Fortune 500 financial firm, LPL Financial.
  - Instrumental in training and leading a new group of advisors handling a new support program for LPL.
  - Consistently received positive reviews and praise from LPL Financial, their financial advisors and customers.
- 2021-10 - Technical Support** - Contract (complete) through HCL and Yochana IT.
- 2021-11** *Barclay's Bank, Las Vegas, NV*
- Trained Barclay's first, fully work from home group of new hires on equipment setup, usage and login.
  - Completed inventory tracking of all equipment in the building ahead of schedule.
  - Successfully completed a recycling vendor negotiation.
- 2021-07 - Migration Support** - Contract (complete) through Link Technologies, LLC.
- 2021-09** *Venetian Hotel & Casino, Las Vegas, NV*
- Setup and configure new users on Active Directory, Microsoft Authenticator, Apple MDM and Office 365 on laptops and devices during sale of The Venetian.
  - Completed migration of all Venetian staff to new services two months ahead of schedule.
- 2020-09 - Technical Support** - Contract (complete) through Link Technologies, LLC.
- 2021-06** *C3 / Everise, Las Vegas, NV*
- Consistently met SLA set by eero for customer interaction and resolutions in a work from home setting, without constant managerial oversight.
  - Earned the top scores in my team for customer feedback and satisfaction surveys.
- 2020-02 - Technical Support Manager** - Full time
- 2020-04** *IPGARD, Las Vegas, NV*
- Helped gain NIAP certification for all products and network security,
  - Completed inventory of all equipment in the building and developed a complete SOP of IT operations
  - Made the IT Department useful and efficient in bolstering the companies objectives and prosperity.

**2019-06 - Verizon Tech Coach – Full time**

**2020-02** *Asurion, Las Vegas, NV*

- In-bound call center technical support for Verizon Wireless customers
- Assisted customers in identifying issues and explained solutions to restore service and functionality. Translated complex technical issues into digestible language for non-technical users.
- Researched product and issue resolution tactics to address customer concerns, including device upgrades or additional accessories if needed.

**2013-07 - Technical Support Representative – Full Time**

**2019-04** *DTT / DTiQ, Las Vegas, NV*

- Provided technical and customer support for DTiQ (Formerly DTT) clients and businesses with POS integrated video surveillance and recording equipment
- Handle sensitive documentation and video/audio evidence for Loss Prevention
- Remote connectivity, Hardware Troubleshooting, Network troubleshooting and third-party equipment integration.

## Education

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**2002-01 - No Degree: Information Technology**

**2002-06** *High Tech Institute - Phoenix, Arizona*

**2000-08 - High School Diploma**

**2001-12** *Roswell Job Corps - Roswell, New Mexico*

- Obtained Microsoft Office User Specialist (M.O.U.S.) certificate
- Obtained Business Office Technology vocation certificate

## Certifications

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**2001-07** *CompTIA A+ lifetime, C.E. 2014 - 2017*