

James Richards

Technical Support / Help Desk

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Github Portfolio - <https://jwrichards1982.github.io/portfolio>

SUMMARY

Experienced technical Support Representative with 20+ years of experience resolving customer inquiries and providing technical solutions and teaching opportunities. Skilled in troubleshooting hardware and software issues.

CERTIFICATIONS

- CompTIA A+ lifetime (2001), C.E. (2014 - ongoing)
- Microsoft Office User Specialist (M.O.U.S.) certificate. (2000), Now Microsoft Office Specialist (M.O.S.)
- Business Office Technology vocation certificate. (2000)

SKILLS

- Computer Support
- Technical / Customer Support
- Active Listening
- Analytical and Critical Thinking
- Active Directory
- ServiceNow
- C++, Java, HTML/CSS
- Switches / routers
- Microsoft Office (Word, Excel, PowerPoint, Access)
- Windows XP – 11
- Linux / MacOS

WORK HISTORY

DXC Technology, Las Vegas, NV (contract complete)

Jul 2023 - Jan 2024

Help Desk Analyst

- First line general Help Desk support for DoD contractor Raytheon and Pratt & Whitney.
- Managed and maintained user accounts on Active Directory and Office 365.
- Proper handling of escalations and access requests.

Robert Half International, Las Vegas, NV (contract complete)

Nov 2021 - Oct 2022

Help Desk Analyst

- General help desk support for various clients and needs
- New user credential management, general access issues to various tools and programs
- Consistently received positive reviews and praise from both client and their customers.

Barclays Bank, Las Vegas, NV (contract complete)

Sep 2021 - Oct 2021

Technical Support

- Trained Barclay's first, fully work from home group of new hires on equipment setup, usage, and login.
- Successfully completed a recycling vendor negotiation.
- Completed inventory of all equipment in the building, establishing a streamlined asset tracking system.

Venetian Hotel & Casino, Las Vegas, NV (contract complete)

Jul 2021 - Sep 2021

Help Desk Support

- Migration of Venetian employee credentials to new owner servers and services.
- Reviewed and resolved access issues with MDM, Active Directory and Microsoft Office.

C3 / Everise, Las Vegas, NV (contract complete)

Sep 2020 - Jun 2021

Technical Support Representative

- Consistently met SLA set by eero.com for customer interaction and resolutions.
- Earned top scores in my team for customer feedback and satisfaction surveys.

IPGARD, Las Vegas, NV

Feb 2020 - Jun 2020

IT Support Manager

- 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 company's objectives and prosperity.

Asurion, Las Vegas, NV

Jun 2019 – Feb 2020

Technical Support Representative

- 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 purchases

DTT / DTiQ, Las Vegas, NV

Jul 2013 – Apr 2019

Technical Support Representative

- Provided technical and customer support for DTiQ clients and businesses with POS integrated video.
- Increased successful Loss Prevention for clients, handling sensitive documentation and video/audio evidence.
- Resolved remote connectivity and hardware problems with various third-party switches, routers, and devices.

EDUCATION

High Tech Institute - Phoenix, Arizona

Associate/Bachelor degree: Information Technology (Aug 2002 - Ongoing)

Roswell Job Corps – Eastern New Mexico University Roswell, New Mexico

High School Diploma (Sep 2001 – Sep 2001)