**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.

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| **Contact**  **Address**  Las Vegas, NV 89169  **Phone**  719-888-9122  **E-mail**  richardsjamesw@gmail.com  **WWW**  https://jwrichards1982.github.io/portfolio/  **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**   |  |  | | --- | --- | | **2023-07 - present** | **Help Desk Analyst -** Full Time  *DXC Technology, Fully Remote*   * First line Help Desk support for DoD contractor. * Attempt First Call Resolution before handing off to Tier 2 or proper department for resolution. * Proper handling of escalations and access requests. |  |  |  | | --- | --- | | **2021-11 - 2022-10** | **Help Desk -** Contract (complete)  *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 - 2021-11** | **Technical Support -** Contract (complete)  *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 - 2021-09** | **Migration Support -** Contract (complete)  *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 - 2021-06** | **Technical Support -** Contract (complete)  *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 - 2020-04** | **Technical Support Manager –** Full time  *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 - 2020-02** | **Verizon Tech Coach –** Full time  *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 - 2019-04** | **Technical Support Representative –** Full Time  *DTT / DTiQ, Las Vegas, NV*   * Provided technical and customer support for DTiQ clients and businesses with POS integrated video surveillance and recording equipment. * Increased successful Loss Prevention for clients, handling sensitive documentation and video/audio evidence, processed delivered in a timely manner. * Resolved remote connectivity and hardware problems with various third party switches, routers and devices. |   **Education**   |  |  | | --- | --- | | **2002-01 - 2002-06** | **No Degree: Information Technology**  *High Tech Institute - Phoenix, Arizona* |  |  |  | | --- | --- | | **2000-08 - 2001-12** | **High School Diploma**  *Roswell Job Corps - Roswell, New Mexico*   * Obtained Microsoft Office User Specialist (M.O.U.S.) certificate * Obtained Business Office Technology vocation certificate |   **Certifications**   |  |  | | --- | --- | | **2001-07** | CompTIA A+ lifetime, C.E. 2014 - 2017 | |