

# James Richards

Technical Support / Help Desk

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LinkedIn - <https://www.linkedin.com/in/jamesrichards1982>

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)
- 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 Help Desk support for DoD contractor Raytheon and Pratt & Whitney.
- Responsible for all aspects of desktop system configuration, performance, and functionality
- Resolve end user LAN, network, and printer issues.
- Managed and maintained user accounts on Active Directory and Office 635.

### **Robert Half International, Las Vegas, NV (contract complete)** **Nov 2021 – Oct 2022**

#### **Help Desk Analyst**

- Managed and maintained user accounts on Active Directory and Office 365
- Instrumental in training and leading a new group of advisors handling support
- Support local and remote Windows 7, 10, MS Office 2016
- Consistently received positive reviews and praise from both client and their customers.

### **Barclay's 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.
- Completed inventory tracking of all equipment in the building ahead of schedule.
- Successfully completed a recycling vendor negotiation.

### **Venetian Hotel & Casino, Las Vegas, NV (contract complete)** **Jul 2021 – Sep 2021**

#### **Help Desk Support**

- 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.

### **C3 / Everise, Las Vegas, NV (contract complete)** **Sep 2020 – Jun 2021**

#### **Technical Support**

- 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 companies objectives and prosperity.

**Asurion, Las Vegas, NV****Jun 2019 – Feb 2020****Technical Support Representative**

- 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 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**

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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)