

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://jwrichards1982.github.io/
portfolio/](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 - 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 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 - 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

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