**James Richards**

Technical Support / Help Desk

702-937-8395| [richardsjamesw@gmail.com](mailto:richardsjamesw@gmail.com) |Las Vegas, NV 89169

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**

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)