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# JAMES WARNECKE

IT Help Desk Representative

## PROFESSIONAL SUMMARY

IT Help Desk Representative with over five years of experience in technical support and customer service, adept at leveraging Microsoft Azure and Active Directory to enhance system efficiency. Demonstrates a strong ability to troubleshoot and resolve complex issues swiftly, ensuring seamless user experiences across various platforms. Committed to fostering a collaborative environment, utilizing technical communication and leadership skills to drive team success and innovation.

## EMPLOYMENT HISTORY

**FOUNDER** May 2020 - Present RevTech Industries Youngwood, PA Lead strategic projects, fostering team synergy and driving software innovation.

- Develop robust code in Kotlin, Python, and Java for seamless software performance.

- Design and test custom Linux systems to enhance device efficiency and reliability.

- Pioneered a unique project management framework, streamlining processes and fostering a culture of accountability that resulted in timely project deliveries.

- Spearheaded the development of a cutting-edge application, significantly enhancing user engagement and achieving measurable improvements in customer satisfaction.

- Orchestrated cross-functional workshops to align team goals, strengthening collaboration and driving collective ownership of project outcomes.

- Conducted thorough market analysis to identify emerging trends, informing strategic decisions that positioned the company ahead of competitors.

- Cultivated a positive team environment by mentoring junior developers, enhancing their skills, and contributing to overall team productivity.

- Founded RevTech Industries, establishing a vision that led to a 30% increase in market share within the first year of operation.

**CUSTOMER CARE AGENT** Sep 2023 - Present CVS Health Remote Efficiently handle 50+ inquiries daily, enhancing digital prescription management.

- Promptly resolve system issues, improving user experience and satisfaction.

- Maintain accurate customer records in Salesforce, elevating service quality.

- Provide technical support, fostering trust and loyalty among customers.

- Collaborate with teams to streamline processes, boosting overall efficiency.

- Worked with cross-functional teams to streamline support processes, leading to improved operational efficiency and quicker issue resolution.

- Provided technical support, fostering customer trust and loyalty through effective communication and problem-solving. Implemented new customer engagement strategies, resulting in substantial improvements in client retention and overall satisfaction rates.

- Resolved 50+ customer inquiries daily, significantly enhancing the digital prescription management experience and boosting overall satisfaction.

- Analyzed system issues to implement effective solutions, improving user experience and reducing resolution times. Worked closely with cross-functional teams to enhance support processes, leading to improved operational efficiency and quicker issue resolution.

**TECH SUPPORT SPECIALIST** Feb 2022 - Sep 2023 S&P Data LLC / Walgreens Specialty Pharmacy Remote

Provided technical support, achieving high first-call resolution rates and reducing issue times.

Trained team members, enhancing onboarding speed and software proficiency.

Maintained accurate health data records, ensuring compliance and data integrity.

Enhanced customer satisfaction by implementing streamlined troubleshooting protocols, leading to a measurable increase in positive feedback.

Developed a knowledge base for common technical issues, reducing average training time for new hires and improving overall team efficiency.

Fostered a collaborative team environment by mentoring peers, contributing to a stronger support network, and improving morale.

Analyzed support ticket trends to identify recurring issues, enabling proactive solutions and reducing future incidents. Maintained detailed logs of technical issues and resolutions, ensuring compliance and facilitating continuous improvement in service delivery.

Fostered a positive team culture by mentoring colleagues, enhancing morale, and collaboration within the tech support department.

## EDUCATION

### A.S. COMPUTER PROGRAMMING

Westmoreland County Community College Youngwood, PA Recognized member of the National Society of Leadership and Success.

## SKILLS

Windows, macOS, iOS, Lynx, Android, Microsoft Office, Microsoft Azure, Active Directory, Troubleshooting, Team Leadership, Technical Communication, PC Building.

## ADDITIONAL INFORMATION

### CERTIFICATIONS

Test-Out Microsoft Office Specialist

Test-Out IT Fundamentals Pro

## LINKS

My Portfolio: [revtech-industries.github.io](https://revtech-industries.github.io).

My Website: [RevTechindustries.com](https://RevTechindustries.com)