**James Richards**

Technical Support / Help Desk

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Github Portfolio - <https://jwrichards1982.github.io/portfolio>

**SUMMARY**

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.

**CERTIFICATIONS**

* CompTIA A+ lifetime (2001), C.E. 2014 - 2017
* Microsoft Office User Specialist (M.O.U.S.) certificate. (2000)
* Business Office Technology vocation certificate. (2000)

**SKILLS**

* Computer Support
* Technical / Customer Support
* Active Listening
* Active Directory
* Service Now
* Servers
* Routers
* Switches
* Microsoft Office
* Microsoft Excel
* Analytical and Critical Thinking
* Attention to Detail
* Windows XP - 11
* Linux / MacOS

**WORK HISTORY**

**DXC Technology, Las Vegas, NV (contract complete) Remote Jul 2023 - Jan 2024**

**Help Desk Analyst**

* First line Help Desk support for DoD contractor Raytheon and Pratt & Whitney.
* Image computers with SCCM.
* Responsible for all aspects of desktop system configuration, performance, and functionality
* Attempt First Call Resolution before handing off to Tier 2 or proper department for resolution.
* Proper handling of escalations and access requests.
* Update status, resolution, and SLA compliance in ServiceNow tickets.
* Resolve end user LAN, network, and printer issues.
* Support Windows 7, 10, MS Office 2016, Outlook, Auto Cad 2015
* 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**

* 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.
* Support local and remote Windows 7, 10, MS Office 2016, Google for Business. Office 365
* Managed racks, fixing hardware, server, and switch issues.
* Consistently received positive reviews and praise from LPL Financial, their financial advisors and customers.

**Barclay's Bank, Las Vegas, NV (contract complete) Oct 2021 – Nov 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**

**Migration 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 in a work from home setting, without constant managerial oversight.
* Earned the top scores in my team for customer feedback and satisfaction surveys.

**IPGARD, Las Vegas, NV Feb 2020 – Jun 2020**

**Technical 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**

**Verizon Tech Coach**

* 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.

**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 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**

High Tech Institute - Phoenix, Arizona

Associate degree: Information Technology (Not completed)

Roswell Job Corps – Eastern New Mexico University Roswell, New Mexico

High School Diploma