

James Richards

Technical Support / Help Desk

719-888-9122 | richardsjamesw@gmail.com | Las Vegas, NV 89169

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

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