**James Richards**

Technical Support / Help Desk

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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), Now Microsoft Office Specialist (MO.S.)
* 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 general Help Desk support for DoD contractor Raytheon and Pratt & Whitney.
* Managed and maintained user accounts on Active Directory and Office 365.
* Proper handling of escalations and access requests.

**Robert Half International, Las Vegas, NV (contract complete) Nov 2021 – Oct 2022**

**Help Desk Analyst**

* General help desk support for various clients and needs
* New user credential management, general access issues to various tools and programs
* Consistently received positive reviews and praise from both client and their customers.

**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 company’s objectives and prosperity.

**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 in Applied Science: Information Technology (Aug 2001 – December 2003)

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

High School Diploma (Sep 2001 – Sep 2001)