

# 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 (M.O.S.)
- Business Office Technology vocation certificate. (2000)

## SKILLS

- |                                    |                       |                              |
|------------------------------------|-----------------------|------------------------------|
| • Technical / Customer Support     | • Active Directory    | • Linux – MacOS – Windows XP |
| • Active Listening                 | • C++, Java, HTML/CSS | -11                          |
| • Analytical and Critical Thinking | • Switches / routers  | • ServiceNow – ZenDesk- Jira |
|                                    | • Microsoft Office    |                              |

## WORK HISTORY

**TELUS Digital, Las Vegas, NV**

**Oct 2025 - current**

**Travel Counselor, American Express**

- Crafted travel plans for American Express Platinum Card Members, booking air tickets, hotel stays and rental cars.
- Consulted on various activities and excursions for Card Members when traveling.

**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 – incomplete)

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

High School Diploma (Sep 2001 – Sep 2001)