

# James Carter

## It Manager

IT Manager with 9 years across infrastructure, end-user support, and SaaS administration. Took a 400-person services firm through a full Microsoft 365 migration and stood up a 24/7 help desk model after acquisition growth. Comfortable owning vendor contracts, on-call rotations, and board-level reporting.

### EDUCATION

B.S. in Information Systems,  
North Carolina State University,  
2015 |

ITIL 4 Foundation, 2022 |

Microsoft 365 Certified:  
Enterprise Administrator Expert,  
2023 |

### KEY SKILLS

- Microsoft 365 / Entra ID
- VMware vSphere
- Cisco Meraki + Catalyst
- Jira Service Management
- PowerShell scripting
- SOC 2 / HIPAA controls
- Vendor and contract management
- Veeam backup and DR
- Budget planning (capex/opex)
- Help desk operations

### PROFESSIONAL EXPERIENCE

#### IT Manager

Holmwood & Vail Engineering, Charlotte, NC, | 2021 – Present

- Run a team of 7 (4 help desk, 2 sysadmins, 1 network engineer) supporting 412 users across 6 offices.
- Led migration from on-prem Exchange to Microsoft 365 in 11 months, cutting annual licensing and hosting spend by \$187,000.
- Rebuilt ticket triage in Jira Service Management; average resolution time dropped from 38 hours to under 9.
- Negotiated a 3-year Cisco refresh with reseller, holding capex flat while doubling switch port capacity.
- Present quarterly risk and roadmap updates to the executive committee and rotating board members.

#### Systems Administrator, Lead

Holmwood & Vail Engineering, Charlotte, NC, | 2018 – 2021

- Promoted from senior sysadmin after leading a VMware consolidation that retired 14 aging hosts.
- Designed backup and DR runbooks tested twice a year; recovered a corrupted ERP database in under 4 hours during a real event.
- Mentored two junior admins, both of whom moved into engineer roles within 18 months.
- Owned identity and access governance for the SOC 2 Type II audit, no exceptions raised in 2020.

#### Systems Administrator

Brightline Health Partners, Raleigh, NC, | 2015 – 2018

- Supported 220 clinical and back-office users across Epic, Active Directory, and Citrix environments.
- Built PowerShell scripts that automated onboarding and offboarding, saving roughly 6 hours of admin work per week.
- Coordinated patch windows with clinical leadership to keep downtime under 2 hours per quarter.