James Carter

IT Technician

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IT support professional with 2 years of experience managing Active Directory, Microsoft 365, and Windows desktop imaging across environments of up to 374 users. Inventoried over 650 IT assets across two organizations, reducing lost-equipment reports from 9 per quarter to 2 through structured tracking processes.

PROFESSIONAL EXPERIENCE

IT Technician, Crowley Basin Staffing Group, Paragould, AR 2025 – Present

- Inventoried 437 IT assets including laptops, monitors, docking stations, and peripherals, tagging each item in a tracking spreadsheet that reduced lost-equipment reports from 9 per quarter to 2.
- Resolved an average of 53 support tickets weekly for 310 users, covering password resets, printer errors, connectivity issues, and Microsoft 365 license questions.
- Took on a satellite office's help desk, adding 64 users to the 310 already supported, with no drop in the 53-ticket weekly pace and no added headcount.
- Configured Active Directory group memberships and mailbox permissions for department transfers, completing each change request within 45 minutes of submission.

IT Help Desk Associate, Spring River Office Solutions LLC, Jonesboro, AR 2024 – 2025

- Supported 185 users across two floors by triaging walk-in and phone requests, resolving 38 tickets per week while escalating complex network issues to senior engineers.
- Tagged and inventoried 214 IT assets during an office refresh, reconciling serial numbers against purchase orders and correcting 17 discrepancies in the asset register.
- Imaged and deployed 42 Windows workstations over a 3-week rollout, completing each setup in under 35 minutes using documented build procedures.

EDUCATION

- B.S., Information Systems and Business Analytics, Arkansas State University, Jonesboro, AR 2020 – 2024

KEY SKILLS

- Active Directory
- SharePoint
- Windows Desktop Imaging
- IT Asset Management
- ITIL Foundations
- Microsoft 365
- Zoom
- Ticket Triage and Escalation
- Network Troubleshooting