



## James McNeese

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Frankfort, KY 40601

## SUMMARY

Detail-oriented IT support specialist with over ten years of experience in system optimization and operational efficiency. Proficient in developing technical documentation and delivering effective end-user support. Expertise in troubleshooting, training, and implementing IT solutions that enhance productivity and improve help desk response times. Proven ability to independently resolve technical issues while maintaining strong knowledge of usability and security concerns.

## SKILLS

- Network Troubleshooting
- IT Hardware Repair
- System Administration
- Effective Communication
- Training and Onboarding
- Technical documentation
- Asset Management
- Problem solving

## EXPERIENCE

Computer Technician Supervisor

Frankfort, KY

goTRG/ Jan 2021 to Current

- Authored and maintained documentation and standard operating procedures, facilitating high-quality and consistent service delivery for technicians.
- Developed and implemented an efficient inventory management system, optimizing the tracking and allocation of computer hardware and software assets.
- Conducted training and onboarding for new employees, improving proficiency with IT equipment and software.
- Identified areas for improvement in existing systems and processes and developed solutions accordingly.
- Managed IT asset inventory system to ensure accurate tracking of equipment and software licenses.

IT Support Specialist

Frankfort, KY

goTRG/ Dec 2017 to Jan 2021

- Designed and deployed IT solutions with cross-functional teams, enhancing operational efficiency.
- Monitored and analyzed IT system performance, implementing enhancements to boost productivity.
- Provided technical support for hardware and software issues across departments.
- Installed and configured hardware, software systems, networks, printers, and scanners.
- Resolved hardware issues through timely parts replacement as necessary.
- Oversaw installation and configuration of new computer systems and peripherals.

## EDUCATION

Bachelor of Science

Web Engineering Jul 2012

GPA: summa cum laude

## WEBSITES, PORTFOLIOS, PROFILES

- <https://www.linkedin.com/in/jmmcneese>