

# Nickolas James

## Professional IT Services Engineer

An Information Technology specialist with over 10 years of experience providing technical solutions to customer, clients, and end users through high quality support and service.

hello@nickjames.us

602.592.0590

Hillsboro, OR

linkedin.com/in/itsnickjames

## WORK EXPERIENCE

### Professional IT Services Engineer

Executech Phoenix

02/2020 - Present

Tempe, AZ

#### Achievements/Tasks

- ▶ Designed, configured, and implemented network and server infrastructure, while working with project managers and clients throughout the life cycle of various projects, providing feedback throughout, and communicating and addressed issues that arise.
- ▶ Fielded telephone calls, email communication, attended meetings, and developed clear and professional documentation on implementations while handling hand offs between support teams and clients at the close of projects.
- ▶ Engaged with existing clients to ensure deployed solutions were operating within expectations, and maintained the internal knowledge base for the organization utilizing ITGlue for documentation and password management.
- ▶ Led a team of approximately 4-6 technicians in day to day activities, performed training, and more.

### VoIP Technical Support Specialist

J-Curve Technologies

06/2018 - 08/2019

Phoenix, Arizona Area

#### Achievements/Tasks

- ▶ Utilized Cisco Broadworks, and Broadsoft M6 to manage and troubleshoot SIP voice endpoints while providing "White Glove" business to business technical support for a large telecommunications company.
- ▶ Performed basic monitoring of T1 through T3 circuits, POTS connections, and managed Cisco and Adtran routers and switches, while verifying DHCP pools, and performing network troubleshooting using the OSI and TCP/IP models.
- ▶ Engaged advanced technical contacts when necessary to resolve out of scope issues, and performed peer leadership tasks as requested by management, such as coaching and training.

### Manager of Technology

M&D Playhouse

10/2011 - 12/2018

North Conway, New Hampshire

#### Achievements/Tasks

- ▶ Managed all aspects of the company network to build, deploy and maintain a full Active Directory environment, with client operating systems ranging from Windows 7, 8.1, and Windows 10; as well as server OS's including Windows Server 2008 to 2012 R2.
- ▶ Designed and implemented an Asterisk VoIP PBX consisting of soft-phone and Cisco endpoints, utilizing existing phone infrastructure as an "in-place" conversion.
- ▶ Maintained the company Point of Sale systems for both ticketing and concessions, and lead in training and deployments.

## SKILLS

Project Management

Management

Problem Solving

Communication

VMware

TCP/IP

## TECHNICAL SKILLS

### Cloud SaaS and Remote Management

Azure Virtual Desktop, Azure VMSS, Powershell, Citrix Virtual Apps & Desktops, ConnectWise Automate, Microsoft Active Directory

### Networking

DHCP, DNS, Cisco Routing and Switching, TCP/IP, OSI Model, SSH

### Operating Systems

Microsoft Windows, macOS, Linux, Android, iOS, Windows Server, VMware ESXi

## LICENSES & CERTIFICATIONS

HA - Amateur Radio License  
(12/2008 - 12/2026)

Issued by the FCC - Callsign: KB1RJ

## REFERENCES

Jude Hoffmann

(320) 534-8541

Zachary Llewellyn

(706) 751-8816

## EDUCATION

**B.S. Information Technology**  
Southern New Hampshire University

2019 - 2022

Manchester, NH