

ALEXANDER JAMES CARTER

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PROFESSIONAL SUMMARY

Results-driven and detail-oriented professional with 5+ years of experience in technology, customer support, and operations. Strong background in troubleshooting, process optimization, and cross-functional communication.

WORK EXPERIENCE

Technical Support Specialist — TechNova Solutions (2019–Present)

- Resolved 50+ technical tickets per day with 96% satisfaction.
- Reduced ticket volume by 22% through issue identification.
- Trained 12+ new team members.
- Created troubleshooting guide reducing resolution time by 30%.

Operations Assistant — MetroLink Communications (2016–2019)

- Coordinated operations for a 40-person team.
- Built Excel dashboards cutting reporting time significantly.
- Supported project managers with process improvements.

EDUCATION

Bachelor of Science in Information Technology — University of Texas at Dallas (2016)

SKILLS

Technical: IT Support, Zendesk, Jira, ServiceNow, Networking Basics, Microsoft Office, SQL

Soft Skills: Communication, Teamwork, Time Management, Problem-Solving, Customer Service

CERTIFICATIONS

- CompTIA A+ (2022)

- Google IT Support Certificate (2021)

PROJECTS

Automated Ticket Classification Script — Python-based auto-tagging system improving accuracy and reducing manual work.

ADDITIONAL INFORMATION

Languages: English (Fluent), Spanish (Conversational)

Interests: Technology, Photography, Personal Finance, Cycling