



CAMERON JAMES

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PROFESSIONAL SUMMARY

IT Specialist with a proven track record in enhancing system efficiency and securing sensitive data. Leveraged intelligence gathering and crime prevention methods to implement robust cybersecurity measures. Excelled in fostering teamwork and implementing innovative IT strategies, resulting in significant optimization of network performance. Skilled in technical troubleshooting and promoting collaboration to drive successful outcomes.

WORK HISTORY

2017 | Pathways Inc – Ashland, KY
2020 | **Web Administrator**

- Provided technical support and troubleshooting assistance for web-related issues, resolving problems quickly and efficiently.
- Streamlined content management processes to improve efficiency and increase web traffic.
- Optimized database structures for better query performance which resulted in faster page load times.
- Reduced downtime for critical business applications by creating effective backup and recovery strategies.
- Conducted regular audits of website performance metrics, identifying areas for improvement and making necessary adjustments.
- Integrated third-party applications into existing web infrastructure to enhance functionality and streamline operations.
- Developed custom modules, plugins, and themes to meet unique business requirements, resulting in improved user experiences.

2020 | PrimaryPlus – Ashland, KY
Current | **I.T. Specialist**

- Configured hardware, devices, and software to set up work stations for employees.
- Managed hardware and software inventory, ensuring timely updates and replacements as needed.
- Maintained servers and systems to keep networks fully operational during peak periods.
- Provided exceptional customer service by promptly addressing problems reported by endusers.
- Walked individuals through basic troubleshooting tasks.
- Setup, configure, upgrade, manage, and troubleshoot with Windows-based systems and services (DHCP, DNS, AD in both physical and virtual environments
- Maintain company's SEIM and Anti-Virus systems
- Maintain cisco meraki networks and cloud based PBX phone system
- Support legacy systems (Fax Machine)
- Experience in Hyperconverged systems (scale computing)
- Enhanced system efficiency by implementing and maintaining IT infrastructure upgrades.
- Optimized network performance through regular monitoring and maintenance.
- Led migration projects to modernize legacy systems without disrupting daily operations or compromising security standards.
- Explained technical information in clear terms to promote better understanding for non-technical users.
- Patched software and installed new versions to eliminate security problems and protect data.

2024 | Sandy's Racing and Gaming (CASINO) – Ashland, KY
Current | **Surveillance Agent**

- Developed strong relationships with colleagues and supervisors, fostering a positive work environment that prioritized cooperation and collaboration.
- Used surveillance cameras to watch staff and other gambling activities on gaming floor, tracking suspicious activities and documenting identified violations.
- Increased operational efficiency with the proficient use of surveillance equipment, logging incidents for further investigation.
- Strengthened teamwork among Surveillance Agents through active participation in group discussions and idea-sharing sessions.
- Identified illegal activities and alerted floor security personnel to address concerns.
- Provided security for patrons with large payouts to hotel rooms, vehicles or off casino property.

EDUCATION

August 2017

Studied Computer Science
ACTC-Ashland, Ky

SKILLS

- IT Troubleshooting
- IT Documentation
- System Upgrades
- Network Administration
- Application installations
- Disaster Recovery
- Intelligence Gathering
- Crime prevention methods
- Cyber security training management
- Discreet Operations
- Website Maintenance
- API Integration
- Web Server Administration
- Domain Management
- IIS server configuration
- API Integrations

REFERENCES

JILL BOND
CFO- PATHWAYS INC
606-232-6253

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