James A. Cherry

2544 Halle Ann Circle · Winston-Salem, NC 27103· (252) 373-0442 · james.a.cherry85@gmail.com

EDUCATION

WINSTON-SALEM STATE UNIVERSITY,   **Winston-Salem, NC**   **May 2019**
Master of Computer Science and Information Technology – **GPA: 3.8**
WINSTON-SALEM STATE UNIVERSITY,   **Winston-Salem, NC**   **May 2010**
Bachelors of Science, Computer Science – **GPA: 3.17**

TECHNOLOGY AND SKILLS

Languages: Command Line, HTML, CSS, XML, Python 3, JavaScript, Django, Java, SQL
Software: Microsoft Office 2003-2016; WordPress, Vipre Antivirus, Barracuda Email Security, MS Exchange Server
Systems: Win XP – Win 10; Windows Server, MS SharePoint Admin, IIS, Win Storage Server 2013, Dell Sonicwall, VOIP
Concepts & Skills: PC Troubleshooting (A+ Exam Prep), Firewall/Security management, WiFi management (Cisco), Active Directory, Group Policy, Email Security, Grant Writing, QuickBooks, Content Management Systems, Project Management, Relational Database Design, Client/Customer Interaction, Rapid Application Development, Data Flow Diagrams, Technical Writing.

EXPERIENCE

9/2013- current   **Experiment in Self Reliance, Inc.,** Winston-Salem, NC
Technical Support & Finance Associate

- Maintained hardware and software systems; provided technical support and troubleshooting for system issues.
- Performed backups of agency data and security, server and software updates on a regular basis.
- Supported generation of reports from department databases for quarterly review and long-range planning.
- Analyzed agency technology needs, making recommendations for system replacements and upgrades.
- Migrated computers, servers, and network infrastructure to a new home office building within 3 days.
- Secured and coordinated vendor installations of electrical, wiring, security, and machine infrastructure for a new facility, requesting changes to construction orders when necessary.
- Authored a technology grant proposal, awarding the agency over $30,000 to fund technology upgrades for the core network infrastructure.
- Designed and led the execution of a team project to install new hardware and optimize the server room, supporting a new network domain for over 50 machines and devices, and over 30 users.
- Provided off-site support for three remote locations, making recommendations to secure cost-effective solutions for better communications with the home office.
- Supported agency departments by analyzing target needs and creating plans to leverage technology to meet expectations.
- Programmed scripts and executables for the automation of data backups and user connection to technical services.
- Drafted new agency technology use policies to protect against intrusions and malware, and prevent misuse of internet bandwidth and other technology resources.
- Provided technical support for the integration of new web applications and databases for department data that allow the agency to share client information with partners in the community.
- Facilitated training courses and programs for staff on new equipment and a variety to technology topics relevant to operations and information security.
- Planned and executed upgrades to telecommunications systems for internet access and a hosted VOIP telephony system

2/2011- 9/2013   **GMAC INSURANCE,** Winston-Salem, NC
Claims Service Consultant – Claims Department, Loss Taking Unit

- Tested new applications in real-time calls, documenting issues and potential improvements.
- Trained associates on new application releases in classes and one-on-one training.
- Troubleshooted EPIC system releases for Claims Call Center computer systems.
- Served as an on-site point of contact between CSCs and EPIC Technical Support.
- Manipulated records and fields of an Oracle database using Seibel.
- Created excel tables with service offer statistics over 50 employees.
- Handle high call volumes of customers filing new claims and claim related inquiries.