

James Cross
Virginia Beach, VA

Professional Summary:

Senior Technical Analyst with 6+ years of experience supporting a high-volume enterprise MSP environment serving 5,000+ users. Experienced in endpoint management and technical support across Windows, macOS, and iOS environments, SaaS platforms including Salesforce and Veeva CRM, and enterprise technologies such as Microsoft Intune, Microsoft Entra ID, ServiceNow, BeyondTrust, and BitLocker. Known for strong user communication, analytical problem solving, and delivering professional, service-oriented support in complex enterprise environments. Currently expanding expertise in Active Directory, systems administration, and enterprise infrastructure technologies.

Skills:

Endpoint and Enterprise Support:

- Windows, macOS, and iOS support
- Endpoint management
- Remote support
- Hardware support

Enterprise Technologies:

- Microsoft Intune, Microsoft Entra ID
- ServiceNow
- LogMeIn and BeyondTrust
- BitLocker and LAPS
- Microsoft Office, Google Workspace, Slack
- Salesforce, Veeva CRM
- Windows, MacOS, Linux
- JavaScript, Python (basic)

Identity and Systems Administration:

- Active Directory (user/group management, account administration, basic GPO exposure)
- MFA support (Checkpoint Mobile, MobileIron, Okta)
- User provisioning and access management

Core Strengths:

- Analytical problem solving
- Technical communion with non-technical users
- Documentation and knowledge sharing
- Research and data analysis

AI & Automation:

- Generative AI tools (ChatGPT, Claude, Gemini)
- AI-assisted research and documentation workflows

Experience:

Senior Technical Analyst – Hexaware

Feb 2020 - Present

- Supported 5,000+ users in a high-volume enterprise MSP environment, providing technical support across Windows, iOS, SaaS platforms, and enterprise applications.
- Troubleshoot and resolved complex issues within Salesforce (Veeva CRM), including access, application errors, and data inconsistencies.
- Assisted with user account administration, access restoration, and identity-related support activities utilizing Microsoft Entra ID, and other enterprise security tools.
- Analyzed Salesforce data for users to help identify and correct categorization errors negatively impacting sales representatives' performance and compensation.
- Utilized ServiceNow for incident management, workflow tracking, and ticket resolution over a 4+ year period, including handling escalations within a client-provided instance.
- Managed and supported enterprise iOS devices through Microsoft Intune, including remote troubleshooting, device administration, policy enforcement, and access restoration.
- Conducted remote support sessions via LogMeIn and BeyondTrust to troubleshoot system issues, support SCCM deployments, and restore user access.
- Served as a trusted escalation point for high-priority or dissatisfied users, resolving complex issues and restoring client confidence.

Education:

Master of Arts in History, Old Dominion University, 2016