

JAMES MCNEELY

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PROFESSIONAL SUMMARY

Seasoned IT Service Manager with over 20 years of experience leading service departments, managing help desk operations, and delivering exceptional technical support for network-connected copiers, printers, and peripherals. Proven track record of building high-performing teams, dispatching and coaching technicians, and maintaining high levels of customer satisfaction. Skilled at coordinating remote and on-site support, establishing standard operating procedures, and producing KPI reports. Adept at translating complex technical issues for non-technical audiences and instilling a customer-service mindset across the team.

CORE COMPETENCIES

Technical Skills:

Help Desk Management | IT Service Management (ITSM) | Technical Support | Troubleshooting | Remote Support | Hardware Repair | Software Installation | Network Installation | TCP/IP | DHCP | Active Directory | Print Server Management | Ticketing Systems | ServiceNow | Zendesk | Remote Desktop Tools | TeamViewer | LogMeIn

Management & Leadership:

Team Leadership | Staff Training & Development | Performance Management | Scheduling & Dispatching | Workflow Optimization | Escalation Management | Vendor Management | Asset Management | Process Improvement | KPI Reporting

Frameworks & Tools:

Microsoft 365 | Google Workspace | Microsoft Excel | Dashboard Reporting

PROFESSIONAL EXPERIENCE

Service Manager

Copyfax of Louisiana | Broussard, LA | October 2002 – Present

- Lead daily service desk operations for a team of technicians and support staff, utilizing ticketing systems to log service requests, assign priorities, and monitor response times
- Recruit, onboard, and train new technicians; provide ongoing coaching on technical troubleshooting, customer service skills, and adherence to standard operating procedures
- Schedule and dispatch technicians to client sites across southern Louisiana; optimize routing.
- Plan, set up, and configure network copiers, printers, and scanners for clients; configure printing protocols, network shares, and scanning workflows for Windows and Mac environments
- Resolve hardware and software issues remotely and on-site using remote control software (TeamViewer, LogMeIn) to diagnose problems, apply firmware updates, and guide users through solutions
- Compile daily, weekly, and monthly KPIs including first-call resolution rate, mean time to resolution, and customer satisfaction scores; provide reports to management and implement process improvements
- Maintain strong client relationships; handle escalated complaints and follow up to ensure resolution; provide feedback to sales and product teams on customer needs
- Manage inventory of spare parts and equipment; coordinate warranty repairs with vendors and negotiate service contracts

Account Associate

Xerox Business Services | Irving, TX | July 1998 – September 2002

- Provided technical support for a large account of over 100 networked copiers and printers; collected meter readings, processed supply requests, and scheduled service calls
- Updated service records and tracking spreadsheets; used help desk software to log customer interactions and ensure timely follow-up
- Analyzed customer feedback to identify recurring issues and recommended improvements to service processes

- Trained end-users on basic operation and troubleshooting of office equipment, promoting self-service and reducing repeat calls

CERTIFICATIONS

- Google IT Support Professional Certificate – Coursera
- Google Cybersecurity Professional Certificate – Coursera

EDUCATION & TRAINING

United States Air Force Reserve – Aircraft Electrical & Environmental Systems | San Antonio, TX | 2004 – 2007

Tarrant County College – Computer & Information Sciences (Some College) | Fort Worth, TX

Lafayette High School – High School Diploma | Lafayette, LA

TECHNICAL PROFICIENCIES

ITSM & Ticketing: ServiceNow, Zendesk

Remote Support: TeamViewer, LogMeIn, Remote Desktop Protocol (RDP)

Networking: TCP/IP, DHCP, DNS, Print Servers, Network Troubleshooting

Operating Systems: Windows, macOS

Productivity: Microsoft 365, Google Workspace, Excel (Dashboards & Reporting)

Frameworks: HDI Support Center Standards, ECI E-automate