OPERATIONS / PEOPLE / AUTOMATION

James Schriever

Operations leadership & practical automation

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Operations manager with a background in service desk leadership, systems administration, and project delivery. Works with the people doing the work to identify friction, improve service, and build automation around a clearer process.

Professional experience

Operations Manager — IT Assurance

Aug 2025–Present · Portland, OR

- Lead service desk operations, team development, and improvements to service delivery.
- Worked closely with the dispatcher to understand daily constraints and improve workflows, contributing to better same-day ticket resolution.
- Coached staff into broader technical and project responsibilities; hired and trained new technicians.
- Built a shared AI tool server connecting business systems, with human approval for changes requiring oversight.
- Developed AI-assisted ticket triage and a shared workspace that preserves findings and procedures for the team.
- Moved recurring automation into workflows with failure handling and retries.

Project and Design Engineer — aCoupleOfGurus

Jun 2024–Aug 2025 · Remote

- Managed technology projects from solution design and planning through stakeholder updates and post-implementation reviews.
- Handled escalations beyond tier 1 and 2 support, identified recurring issues, and put preventive changes in place.

Skills & technical toolkit

Operations: Service delivery, team coaching, hiring, process redesign, SLA management, escalation ownership, runbooks.

Automation: AI-assisted workflows, MCP servers, human approval controls, Temporal, Python, Bash, SQL.

Systems: Microsoft 365, Windows Server, Linux, networking, firewalls, Docker, Proxmox, monitoring.

Earlier experience

SysAdmin — IT Assurance

Jun 2019–Jun 2024 · Portland, OR

- Designed, deployed, and maintained server and network infrastructure across client environments.
- Led response to network outages and security events; documented recovery procedures and incident findings.
- Mentored junior technicians in structured troubleshooting.

Service Desk Coordinator — IT Assurance

Aug 2018–Jun 2019 · Portland, OR

Triaged incoming tickets and coordinated schedules between clients, technicians, and vendors.

Service Desk Specialist — Free Geek

Dec 2017–Sep 2018 · Portland, OR

Provided hands-on hardware and software support in an all-Linux environment.

Selected projects

AI-assisted homelab operations

2023–Present · Personal

Connected monitoring alerts to AI investigation and reviewed remediation, with snapshots and post-change checks.

Website chatbot with live-agent handoff

2026 · Proof of concept

Built a website chatbot that transfers conversations to live agents through a phone system.

Shared team agent workspace

Reusable framework

Built reusable agent workspaces that carry forward knowledge, procedures, and task context—giving people a consistent foundation for AI-assisted work.

Certifications & training

- AWS Certified Cloud Practitioner — Amazon Web Services
- Claude Code in Action — Anthropic
- Google IT Support Professional Certificate — Google
- 3CX Phone System — 3CX

Education

Mt. Hood Community College

Computer Science coursework · 2013–2015