

James Fartro

Cleveland, OH | [linkedin.com/in/james-fartro-516539300](https://www.linkedin.com/in/james-fartro-516539300)

EDUCATION

Cleveland State University, *Cleveland, Ohio*

Expected: 2028

Bachelor of Business Administration, Business Economics; Minor: Finance

University of Mannheim, *Mannheim, Germany*

Spring 2026

Study Abroad, Economics

Westside Christian Academy, *Westlake, Ohio*

2020-2024

WORK EXPERIENCE

Prosperity Capital Advisors | Westlake, Ohio

May 2025 – Present

IT and Finance Intern

- Architected and built 50+ AI-driven caller workflows on Zoom AI Receptionist with branching logic, live-agent escalation, and voicemail capture, handling overflow client calls when the front desk is unavailable.
- Automated advisor payout processing by building and hosting a Python application on AWS EC2, saving the finance team 10+ hours of manual work per week.
- Processed deposits and other accounting entries in QuickBooks, supported a firm-wide NetSuite transition, and automated the accounts payable file process for the SVP of Finance.
- Built out the NinjaOne RMM ticketing system used firm-wide; performed domain migration, account consolidation, and network troubleshooting.
- Executed firm-wide Claude Enterprise rollout and deployed a self-hosted LLM to offload high-volume tasks and reduce token spend.
- Built Prosperity Pulse, a custom internal wellness app now maintained by a dedicated team.

Jeff Kay Painting and Restoration | Brunswick, Ohio

May 2024 – May 2025

Lead Painter

- Coordinated workers and trained two new hires to ensure high-quality workmanship
- Communicated with customers and management requests promptly and accurately

Personal Landscaping and Mowing | Parma, Ohio

May 2019 – September 2023

Owner/Operator

- Marketed through word of mouth, neighborhood fliers and social media
- Scheduled landscaping, mowing and the edging of sidewalks

LEADERSHIP AND VOLUNTEERING

Westside Christian Academy Upper School

September 2023 – August 2024

Vice President of House Aquinas

- Developed and implemented schoolwide activities such as "Rock The Challenge", group lunches and weekly games between different house factions for more than 150 highschoolers
- Collaborated with school administration and fellow leaders to plan and execute new traditions and programs

CityView Baptist Church

October 2022 – Present

Volunteer

- Maintaining relationships with those in the church and serving through food drives and visits
- Livestream, comments, stream quality, slides, and overall technical production

Pleasant Valley Presbyterian Church

May 2016 – August 2022

Volunteer

- Livestreamed, recorded and troubleshooting technology while integrating new equipment
- Managed landscaping maintenance, physical setup of church, acquired physical assets to maintain and elevate the church environment.

SKILLS

- **IT & Systems Administration:** Microsoft 365 Admin, Entra ID, Exchange Online, Intune, Graph, Teams; AWS EC2; NinjaOne (RMM); PowerShell; DNS management and tenant migrations; NAS configuration; Slack, Zoom
- **Finance & Accounting:** NetSuite, QuickBooks, Stripe
- **AI & Automation:** Claude, ChatGPT, n8n, Python, AI-assisted web app development, workflow automation,
- **Certifications:** Microsoft Office Specialist: Excel Associate & PowerPoint Associate (Office 2019); Excel Advanced Badge (Cengage)