

DAVE ADAMS | IT Support Specialist

☎ 970.768.3283 ✉ dave@davejadams.com 🌐 www.davejadams.com 📍 FORT MORGAN | CO 80701

To Obtain a position in a challenging work environment where I can easily apply my 7 years of experience and technical skills for the development of your organization. My knowledge of computer technology will allow me to provide value to your company.

Skills

- Windows Server 2016 / 2019
- Windows Operating Systems
- Active directory
- macOS, iPadOS, iOS
- Android
- Linux
- Computer Hardware & Repair
- Mobile Repair
- Soldering
- Remote Support
- Technical Support
- Networking
- WordPress
- HTML 5
- CSS 3
- Analytical Thinking
- Financial Analysis
- Customer Centric

Professional Experience

Lead Technician / Supervisor, Paramount Technologies ▪ Ft. Morgan | CO 1/18 – 10/19

- Provided Tier 1 and Tier 2 support to both residential and B2B Clientele.
- Replacement of non-functional hardware components with diagnosis for proper functionality. OS reinstallation and proper configuration, software setup, virus Removal, troubleshoot network connectivity and proper setup for optimal connectivity.
- Securely and efficiently backed up customer data to perform data restoration on repaired units.
- Operated as first point of contact for all technical obstacles encountered by 3 other technicians.
- Configured, Installed and maintained security systems for clientele.
- Observed and thoroughly documented task specific activity and updated local remedy database for future reference.
- Conducted financial analysis of company pricing scheme in order to maximize profitability.

Owner / Entrepreneur, Rising Stallion Cell and Tech, LLC ▪ Ft. Morgan | CO 1/14 – 1/18

- Developed Computer Repair Business from concept to implementation using an initial Investment of \$18.93 and growing that investment to over \$825,000 over the span of four years.
- Executed glass only smartphone repair capturing a niche market while providing value through attention to detail and competitive pricing.
- Self-taught soldering service in order to minimize turnaround times and maximize profitability.
- Exercised impeccable research capabilities in order to expand my knowledge about computer and smartphone repair as well as business operations and ownership.

Co-Operator, Terry's Computer Asylum ▪ Sterling | CO 4/14 – 1/18

- Executed sound time management practices in order to meet the rigorous requirements of business ownership while providing top notch customer service.
- Utilized my critical thinking abilities to analyze and solve challenging problems as they occurred.
- Assisted in cross promotional activities to support growth within Terry's Computer Asylum and Rising Stallion Cell and Tech Repair, LLC.

Intelligence Analyst, US Army 3/98 – 8/04

- As an Intelligence Analyst with the US Army I assisted in establishing and maintaining systematic, cross-referenced intelligence records and files, I assisted in the analysis and evaluation of intelligence holdings to determine changes in enemy capabilities, vulnerabilities, and probable courses of action.
- Responsible for developing the web page in order to streamline the intelligence gathering and dissemination processes, ultimately contributing to the capture of Saddam Hussein.

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EDUCATION/CERTIFICATIONS

Bachelor of Science in Business Administration | CTU Online (3.6 GPA) ▪ 2007-2009 *Incomplete Degree*
Associates of Applied Science in Web Development | College America (3.6 GPA) ▪ 2011 – 2012 *Incomplete Degree*
CompTIA A+ Certification Training | Skillsoft ▪ July 2019 – October 2019 *Awaiting Testing*

ACCOMPLISHMENTS

Business of the Year | Brush Colorado Chamber of Commerce ▪ 2016

MILITARY EXPERIENCE

Specialist, E-4 | UNITED STATES ARMY ▪ Ft. Carson | CO 1998-2004