

DAVE ADAMS | IT Support Specialist

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

I am looking to obtain a position with your organization where I can apply my 8 years of experience and technical skills for the development of your organization. I look to collaborate with a team of likeminded professionals where my knowledge of computer technology will allow me to bring value to your team.

Skills

- Windows Server 2016 / 2019
- Windows Operating Systems
- Active directory
- Networking Administration
- MS Office / G-Suite
- QuickBooks Software
- Acronis Backup Suite
- Ubiquiti Hardware Management
- Hikvision Cameras and NVR
- Watchguard Firewall Admin
- Computer Hardware & Repair
- Mobile Repair
- Soldering
- Help Desk Support
- Ticket Documentation
- Process Documentation
- Professional Communications
- Analytical Thinking
- Financial Analysis
- Customer Service
- Proactive Maintenance

Professional Experience

IT Support Technician II, Paramount Technologies (MSP) • Ft. Morgan | CO

1/18 – Present

- Install, configure, update, and maintain servers running Windows server 2008, 2012 R2, 2016, and 2019. Deploy Active Directory, File Servers, and Terminal servers per the client's requirements. Document instructions for intraoffice application and assist in the training and deployment at these companies to properly utilize network resources within an active directory environment.
- Maintain client active directory by making changes to users, groups, and GPOs (Group Policy Objects) allowing the properly assign employees access to network resources based on their designated OU and Security Groups.
- Troubleshoot common QuickBooks errors in single-user and multi-user modes using tools such as the QuickBooks database manager. Also, make recommendations of proper location of company files on the network and ensure that all designated users have proper access.
- Troubleshoot MS Office problems such as authentication errors, .ost/.pst related problems, and errors derived from local stores of credentials that are in conflict. Utilized Azure AD and Exchange online to manage access control and functionality as stipulated by the client.
- Administer G-Suite deployments by delegating access to client resources. Configure users, groups, and collaborative inboxes. Assign products to users based on licensure and need. Troubleshoot connectivity to the company's shared calendars.
- Utilizing the Acronis Backup Suite backed up Workstations, Servers, Virtual Machines, O365 mailboxes/SharePoint, and provide disaster recovery as needed.
- Replacement of failed hardware components with post-op testing to verify problem resolution. OS install/reinstallation, configuration, third-party software setup, virus removal.
- Deployed security systems at small to medium-sized businesses to enhance security and control access to sensitive assets.
- Configured and deployed Watchguard firewalls to control employee access to unwanted external resources; to connect remote office locations to one another, and to segregate company segments. Supported large VPN conversion during COVID-19 to facilitate a work-from-home strategy for businesses across Northeast Colorado.
- Conduct Cat6 network installation including pulling of cable, terminating, patching, and testing. This includes the installation of equipment racks and server cabinets from 4u to 26u while working with various types of materials, fasteners, and installation techniques.
- Configuration and installation of Point to Point Ubiquiti systems for remote expansion of the customer's physical network.
- Provide excellent customer service through great communication and empathy.
- Perform problem resolution via the phone and email, asking open-ended questions to determine the nature of the issue and the significance of the impact on the operations of their business. Follow-up with the user to verify problem resolution and document findings in the company knowledge base using ConnectWise Manage, Control, and Automate.

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Web Designer / Entrepreneur, Imagineology, LLC • <http://imagineology.io> • Ft. Morgan | CO 10/19 – Present

- Gather client site requirements through a series of open-ended questions to properly gauge the size and scope of Web Design Projects.
- Provide timeline of specific deliverables to client with milestones and estimated completion.
- Build site mockups using Adobe XD, forward mockups to clients for approval and allow for changes prior to site design process.
- Build Websites with WordPress utilizing predefined templates and the Elementor page builder.
- Communicate with clients over Zoom, email and phone calls to update on project status and to show progress using sandboxing techniques.
- Configure proper hosting environments in PHP by editing configuration files for optimal performance.
- Create custom graphics and icons in Adobe Photoshop and Illustrator.

Computer & Mobile Repair Technician / Entrepreneur, Rising Stallion Cell and Tech • 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 for SMD and SMT soldering repairs as it pertained to liquid damage recovery. Used this skill to replace charging ports, HDMI and other components as well.
- Trained my staff to perform at a level of excellence the provided a top-notch and consistent experience to our clientele.

Computer Repair Technician / 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 / Cross-trained Computer Information Systems 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.

Education/Certifications

GED | Brighton High School • 1998

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 | Skillssoft • July 2019 – October 2019 Awaiting Testing

Technical Support Fundamentals | Coursera.org • September 2020

Accomplishments

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

Entrepreneur's Business Plan Competition | 3rd of 10 • 2014

Military Experience

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