

Jason Adams

1481 Penasco Road NE, Rio Rancho, NM 87144 – 505-600-5757 –
jsadams73@gmail.com

Objective

Seeking a rewarding and challenging position to advance my career where I can be a part of a great team.

Experience

User Support Specialist

Rodey Law Firm, Albuquerque, NM

09/2014 – Present

Primarily providing help desk / desktop support role for 150+ users. Assists in tape backups of company data. Created, tested and deployed Windows 7 and Windows 10 images using VMWare Workstation and Microsoft Deployment Tools. Responsible for yearly hardware refresh projects and equipment disposal.

Desktop Support Technician

Kemtah at Presbyterian Hospital, Albuquerque, NM

04/2014 – 09/2014

Working for a contracted company as desktop support / tier 2 technical support for Presbyterian Hospitals.

Systems Administrator

360 Architecture, Kansas City, MO

12/2010 – 12/2013

Created and maintained single standard Windows 7 desktop image for desktops and laptops, deployed via Microsoft Deployment Tools. Set group policy settings as needed for desktop standardization. Responsible for supporting and maintaining Windows Servers 2003/2008/2008R2/2012, VMware servers. Also had experience supporting email, telephony, and software packaging and distribution. Also worked with: Exchange 2010, Windows 7 and Windows 8 Operating Systems, Mac hardware and Mac OSX. Additionally worked daily with the Autodesk suite of architectural software including AutoCAD, Revit and 3DS Max (including distributed rendering farms of PCs).

Applications Support Administrator

Lathrop & Gage LLP, Kansas City, MO

03/2008 – 12/2010

Worked as an SCCM administrator assisting in packaging and responsible for final distribution of updates and software to end user computers. Responsible

for Windows XP and Windows 7 desktop image integrating Microsoft Office and many other applications as a standard for desktop deployments. Deployed standard image via SCCM. Modified group policy to ensure desktop standardization and ensure SCCM agent installation. Traveled up to 50% for rollouts, system upgrades and software implementations and support. By implementing branch office Microsoft Deployment Tools (MDT) servers, saved the company costs in shipping reimaged PCs back and forth from main office in Kansas City, allowing branch administrators to reimage computers on their own.

Security Account Administrator

H&R Block, Kansas City, MO

12/2007 – 03/2008

Worked in a seasonal contract to efficiently create thousands of temporary seasonal tax employee login accounts. This was done in Active Directory and numerous other proprietary systems, websites and servers in order to create any and all user accounts for incoming employees. This also included any troubleshooting of existing user account security issues.

System Administrator

GSI Hosting, Kansas City, MO

03/2007 – 12/2007

Managed Windows 2003 server and IIS environments from implementation to regular monthly audits of overall server health. Worked multiple projects in a web host / data center environment including site migrations, new site setups, and site load balancing. Worked daily with server to disk backups to ensure successful completion. Learned the H-Sphere environment which multiple customers used for web hosting automation via a web Control Panel for shared web hosting services.

Lead Systems Support Specialist

Shook, Hardy & Bacon LLP, Kansas City, MO

03/2006 – 03/2007

Worked as a lead supervisory technician in a legal industry environment. Daily work includes managing call center statistics and setting technician expectations, technical coaching, point of escalation, third tier liaison. Supervising day to day work of eight full time technical employees.

Systems Engineer

GSI Hosting, Overland Park, KS

02/2006 – 05/2006

Performed multiple duties as a technical point of contact for end user customers as well as maintaining multiple file and print servers, network

cabling, hardware asset management, and tape backups. Also managed end user accounts on Exchange, Active Directory, and Terminal Servers.

Systems Support Specialist

Shook, Hardy & Bacon LLP, Kansas City, MO

03/2005 – 02/2006

Second level desktop technician in a legal industry environment. Troubleshooting Xerox, Lexmark, and HP printers as well as Dell computer systems using Windows 2000, Windows XP, Microsoft Office, and Citrix. Additional experience in Hummingbird DM5 document management software.

Second Level Technical Support

Universal Underwriters Group / Zurich, Overland Park, KS

11/2004 – 03/2005

Second level desktop and remote support in an insurance industry environment performing software analysis, repairs, maintenance, end user training and customer assistance. Experience in Windows XP, IBM hardware, Dell hardware, HP printing.

Technical Analyst

Sprint, Kansas City, KS

07/2004 – 11/2004

Temporary contract work as a help desk technical analyst performing remote PC repairs, maintenance, end user training, and customer assistance.

Database Conversions / Technical Writer

ProLaw Software, Albuquerque, NM

05/2002 – 06/2004

End User Support Specialist

Started in the IT / MIS department and supported all hardware, software, network, and phones for internal customer issues. Duties included MS Exchange administration, network administration, remote user support, Avaya PBX administration, and web support projects created in MS FrontPage 2002.

Database Conversions

Responsibilities included relational database conversions on the Data Conversion team using data manipulation programs such as Monarch and FoxPro creating relational databases in Sybase and MS SQL environments. Duties also include working with remote access software to support external customers in the implementation of ProLaw Software. Also have accounting data experience as most conversions are accounting-based conversions (AR, WIP, Billing and Payment histories) or matters and clients-based conversions

(docketing, case management, and contact and vendor management data).

Technical Writer

Updating and creating technical documentation using RoboHelp and Microsoft Office for company case management software.

Technical Support Specialist

Lovelace Health Systems, Albuquerque, NM

05/2001 – 05/2002

Provided excellent customer service in a health care environment working primarily as Desktop Support. Worked with multiple hardware and software platforms including Microsoft and Hewlett Packard products. Key player in the company-wide Windows 2000 File and Print sharing upgrade project. Additionally provided VMS terminal support.

Site Manager

Intel Corporation, Rio Rancho, NM

05/1998 – 11/2000

Proven progressive management experience, team leadership and technical skills initially working as a desktop support technician at the Intel branch contract. Performed duties such as PC repair, installation, and maintenance. Became proficient with IBM, HP, and NEC hardware platforms while using Windows 95, Windows 98, Windows NT 4.0, Windows 2000 and Microsoft Office software products. Trained weekly classes of 20 to 30 new users in hardware and software use and laptop management. Promoted to Senior Technician with project management duties and then moved on to site management leading teams in New Mexico, Texas, and Massachusetts.

Programming Specialist

US Air Force, Honorable Discharge

07/1991 – 03/1996

Enlisted as a UNIX system administrator, COBOL programmer, and technical support.