**Adam W. Lee**

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Hudsonville, MI 49426

616-204-3212

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***Education:***

**Davenport University**, Grand Rapids, MI August 2023

*Bachelor of Science in Computer Science*

Specialty in Computer Theory and Algorithms

**Related Coursework**: Security Fundamentals, Calculus 3, Object-Oriented Program w/ C#, Database Design, Artificial Intelligence, Software Engineering, Parallel & Distributed Systems

***Technical Skills:***

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| --- | --- | --- |
| * C# | * Java | * SQL |
| * HTML/CSS | * Citrix | * Microsoft Intune |
| * Magento | * Phone & Email Support | * Familiarity with HIPPA requirements |

***Experience:***

Hope Network October 2021 – April 2022

IT Technician Intern

* Provided excellent customer service to 2,000+ employees by troubleshooting via phone, email, and in-person.
* Assisted in controlling distribution group and file share accesses for end users
* Assisted in preparing and deploying technology to end users

Tech Defenders May 2021 - September 2021

Device Specialist

* Utilized troubleshooting abilities to determine defective components of devices
* Utilized hardware knowledge to refurbish defective devices
* Completed return merchandise authorizations

Illinois College IT Sept. 2019 - March 2020

Student Technician Oct. 2018 - Dec. 2018

* Organized and responded to 5+ tickets daily about technology issues for staff and students
* Completed software troubleshooting, hardware replacements, and classroom technology service requests

***Technical Project Experience:***

Database Project October 2020-Dec. 2020

* Utilized SQL add on to Visual Studio to create and modify a database
* Programmed a user interface with C# to gather information on a user’s media to sort into database