

caseyadams4556@gmail.com

8432149279

Ladson, SC 29456

Skills

- Problem and Issue Resolution
- Troubleshooting and Diagnosis
- Versed in Different Operating Systems
- Technical Support
- Teamwork and Collaboration
- Punctual and Reliable
- Customer Service
- Willing to Learn

Education and Training

2021

Trident Technical College

Network Management
Charleston, SC

- Honor Roll each semester at Trident Technical College
- Phi Theta Cappa Member
- 3.7 GPA

Charleston Southern University

Computer Science – In Progress,
enrolled in my final semester.
Charleston, SC

Casey Adams

Summary

Recent years of schooling brought out a passion for technology. Experience in diagnosing, troubleshooting, and communicating to customers about technical issues in a way the customer understands regardless of their previous technical knowledge. Seeking a technical job that challenges me to grow my skills and expand my knowledge of networks, computer systems, and software.

Experience

Charleston Technology Group – Systems Administrator

Charleston, SC

2024- Current

- Provided managed IT services to clients such as installing and troubleshooting hardware, backup and disaster recovery plans, cloud computing, cyber security implementation and training, system health monitoring, system maintenance, and more.
- Provided remote and on-site support to clients and coworkers.
- Proficient with Windows OS and Microsoft 365, Microsoft Teams, Outlook, Word, Excel, and PowerPoint.
- Proficient with Apple products, Mac desktops, MacBooks.

Shift4 Credit Card Processing – Onsite Services

North Charleston, SC

2022-2024

- Installed hardware and trained end-users on software.
- Provided remote and on-site support to customers and coworkers.
- Troubleshoot software and hardware with different credit card processing hardware/terminals.
- Communicated with customers on progress with projects.
- Communicated with customers to identify issues, walk through solutions and initiate corrective actions to restore service and functionality.
- Network troubleshooting.

B&C Hospitality - Lead Service Technician

North Charleston, SC

2020-2022

- Troubleshoot and resolved problems with programs and hardware that is needed for point of sale systems.

- Built and maintained computer networks for small and large businesses by installing and configuring routers, switches, patch panels, security devices, security cameras, and much more.
- Trained end-users in best practices to minimize errors and protect key data.
- Set up new desktop systems and configured laptops for incoming employees and loaded required software and server permissions.
- Communicated with customers to identify issues, walk through solutions and initiate corrective actions to restore service and functionality.
- Guided personnel on overall project direction and alignment with prescribed business goals.
- Entered and distributed work orders to other technicians and performed peer reviews of technical projects, providing feedback to co-workers and customer staff.

Evans Services - Contractor

Charleston, SC

2017 - 2020

- Renovated and produced physical structures to meet timeline and budgetary constraints.
- Adhered to budget, schedule and building codes to execute projects on time and maintain site safety.
- Identified needs of customers promptly and efficiently.
- Enforced company policies, answered coworkers' questions and trained new personnel.
- Applied changes requested by designers, owners or inspectors to optimize work.

Macy's Department Store - Supervisor

Grand Forks, ND

2015 - 2017

- Established and enforced clear goals to keep employees working collaboratively.
- Provided ongoing training to address staff needs.
- Maintained operating schedules to provide effective coverage for key areas and achieve objectives.
- Interviewed applicants, recommended individuals for hiring and evaluated staff performance.
- Enforced company policies, answered coworkers' questions and trained new personnel.
- Developed an environment so workers felt excited to come to work every day.