

Adam C. Burrill

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Passionate about helping organizations and their employees make optimal use of technology.

Personal Strengths

I have more than 12 years experience in technical support roles. I am a systems thinker who enjoys solving problems by looking at technical and individual needs. I am very patient in a crisis and use my excellent listening abilities to find solutions that are collaborative and inclusive.

Skill Sets

- Customer service, stakeholder focused and inclusive so that solutions are optimal
- Workstation support on Windows 7, 8 and 10, MacOS, Linux and Chromebook; including OS imaging and distribution
- Mobile support of Android, iOS
- Software support, desktop and server, including Microsoft Office
- Hardware installation, repair, troubleshooting
- Virtualization from multiple vendors, including servers and remote access workstations
- TCP/IP, DNS, routers, cabling, internet, LANs, WANs, VPNs, hardware, connectivity
- Windows Server support, Active Directory, Exchange, cloud solutions

Experience

System Administrator	Burrill Technology Consulting	2007 to Now
Part-time business supporting individuals and small businesses with technology needs. Advised on purchasing, upgrades and security enhancements. Installed LANs, WAPs, internet access, PCs, Macs, printers, iPhones and Android phones. Provided technical support for hardware and software. Maintained websites and online discussion boards.		

Small Business Owner	Spring and Autumn Healthcare	2011 to Now
Managed all aspects of health care business including contracting with outside vendors, patient care, medical billing, marketing and promotion, customer retention, website management and technology.		

Systems Administrator	Olympic Eagle Distributing	2003 to 2007
Maintained IT infrastructure for a beverage distribution company with 200+ employees. Designed a network for a new warehouse that tied together multiple nodes on a WAN. Supported and upgraded legacy business software with 100+ mobile sales, warehouse and		

delivery devices. Installed new fleet of rugged mobile devices. Interfaced with external vendors to provide additional technology and support as needed.

Network Administrator	Pioneer Human Services	1998 to 2003
Supported network, Macs and PCs on a wide-area network with 20 locations. Administration for Exchange Server, Active Directory and Windows Server.		

Lead Provider	Outside In	2012-2020
Created, planned and implemented new billing systems, new procedures for coding and charting; increased training for interns and providers to ensure appropriate payment for services.		

Network Support Technician	Battelle Seattle Research Center	1996 - 1998
Supported network and workstations		

Computer Lab Support	Seattle Central Community College	1995 - 1996
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Desktop Support Tech, Lab Support Lead,	Seattle University	1992-1995
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Education

Network+ Certification from Compia	Current
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Seattle University, B.Sc. Physics
Extensive mathematics, detailed lab work, modeling physical systems with software

References available by request