Adam Johnisee

Over a decade of technical escalations & field technician experience, as well as 3 years Managing ITCS. My journey into technology began with me building my own computers as a kid, which led me to em tinkering with breadboards to learn, & eventually transitioned into repairing missile guidance systems for the US Army. As a civilian I started at Google & continued onward to expand my skill sets through education offered by; US Army Leadership Academy, G.I. Bill, & free education offered from working at Google, ASUS, Adobe. During my last year at Adobe I was being trained for an upcoming manager position as a ITCS Team Lead. I further improved those managerial skills in practice at Wine.com for the last 2 years.

Contact

Address
San Francisco, CA, 94102

Phone
(530) 308-3951

E-mail
ajohnisee.s@gmail.com

Skills

Hardware Asset Management

Multi-Site Hardware Deployment

Staff Management

Powershell, VB Script, PowerAutomate (Microsoft Flow)

Azure Active Directory

Project Management

Team management

Office 365 Suite Admin

Work History

2018-09 - 2020-08

Sr. Systems Engineer/ITCS Manager
Wine.com, San Francisco, CA

- Responsibilities were to manage a team of individuals that were third party, system administration, laying the foundations for an internal IT department.
- Migrated phone system successfully from MiTel to Microsoft Teams, which also led to the consolidation of our communication channels & conferencing system into one improving communication for the company nationwide.
- Successfully rolled out new printer upgrades nationwide dramatically improving our speed, reporting ability, functionality, & even gained the ability for the manufacturer to remote into the printer which saved wine.com millions by reducing the amount of time needed to resolve a printer issue during COVID-19 skyrocketing sales.
- Developed team communications & information for company 'all hands' meetings.
- Migrated company into windows 10 from 7, and started support for Apple laptops using Addigy.
- Created a upgrade path and dependency list for moving domained devices to domainless using InTune and Addigy.
- Created new ticketing system via Azure DevOps,

Slack, Teams, Zoom, MiTel, Jabber

Producer of All Hands Meetings

InTune, Addigy, Airwatch MDM

SAML, SSO, OKTA, Duo, MS Authenticator

as well as the supplemental KB documentation for the company to use internally.

- Global admin in Azure & Atlassian responsible for development, & granting access.
- Automated a process that uses Microsoft Flow for on-boarding new hires into Azure Active Directory, as well as offboarding.
- Admin for SharePoint's company wide.
- Created WiKi knowledge base, and a centralized web page called 'Self Service' for housing all employee needs.
- Reviewed and analyzed Azure security logs to determine and alleviate external threats.
- Developed testing procedures & documentation for a new warehouse management system along with the hardware changes company wide.
- Used RDP & VDI as tools for monitoring, modifying, & QA testing internal services/applications.
- Consolidated user access company wide to SSO (SAML) through nested groups in Azure Active Directory.
- Edit and create GPO's for use on the Domain controller
- Managed Domain controller

2016-10 - 2018-07

ITCS Team Lead

Adobe Systems Inc., San Francisco, CA

- Triage incoming IT issues, onboarding & offboarding, as well as overseeing the day-to-day operations of Adobe's Tech Cafe.
- Ordering & maintaining inventory for SJ, SF, & Emeryville locations.
- Monitoring SLA for all Tech Cafe queues, to keep our team inline with our CTO's yearly SLA goals, which are reviewed at each weekly meeting.
- Mobility liaison in charge collaborating with the mobility team at HQ developing new processes, & tailoring them to each site's unique needs.
- Spearheaded development of Tech Cafe into Tech Cafe 2.0 modeled after Google's Tech Stop.

- As a member of the leadership team it was my job to get a streamlined ITO (IT Orientation), train new techs & team leads for our department.

2015-10 - 2016-10

ITCS Technician

Adobe Systems Inc., San Francisco, CA

- Inhouse ITCS technician, used CRM to manage tickets for appointments and walk up visits.
- Performed daily deskside & help desk support, while studying the required Adobe management course to be qualified for team leader.
- Resolved technical problems, improved operations and provided exceptional client support.
- Monthly updates using Virtual Desktop Interface to manager & maintain JAMF & WDS servers
- Used RDP & Enterprise Connect for remote access control to help remote end users.

2015-04 - 2015-08

Photos Community Specialist

Google, Mountain View, CA

- Google Photos knowledge expert, at the time of launch was the only person corresponding with the public Google forum community responses until an AI was developed.
- Creating & logging reported issues & user feedback.
- Filed bugs on a Trix (live document) to share for internal collaboration, & trained new employees.
- Was the support agent working on the AI face scan issue.
- Resolved technical problems, improved operations and provided exceptional client support.

2015-04 - 2015-08

Docs & Drive Community Specialist

Google, Mountain View, CA

- Troubleshooting users issues for, Products Forum (Docs/Drive) on OSX & Windows OS; reporting bugs after replication, creating trix for reporting

issues, & most common user feedback for internal collaboration with the team.

- Daily operations/tasks completed on OSX.
- Special Project for Google I/O Working on OSX filtering live Twitter feeds for technical questions during Google I/O presentation, responding to technical queue of questions.
- Devoted special emphasis to punctuality and worked to maintain outstanding attendance record, consistently arriving to work ready to start immediately.

2014-04 - 2015-08

Technical Escalations Agent

ASUS Computers International, Fremont, CA

- Tier III customer service/technical escalation agent.
- CRM proficient in eService & CMS, QA testing of software & hardware, technical replication of customers' issues, h&s on repair of customer's units.
- Created an internal Gmail account for organizing all escalation cases; managed using Google apps: Drive, Youtube, Sheets, Forms, & Docs.
- Video creation of problem duplication for social media issues.
- OSX & Windows OS Enterprise experienced.

2015-03 - 2015-08

Social Media Specialist

ASUS, Fremont, CA

- Responsible for technical management over all OPGB products for social media.
- ROG forum moderator.
- As well as social media escalation cases: Twitter, Facebook, NewEgg, TigerDirect, BestBuy, Walmart, XDA, ROG Forums, & Amazon.
- Wrote social media content to increase engagement with customers.

2014-04 - 2015-08

US Case Manager

ASUS, Fremont, CA

- Assigned as secondary to cases escalated for Attorney General, Office of Consumer Protection, Better Business Bureau, Department of Consumer Affairs, & Department of Justice case manager.

2013-03 - 2014-03

Tier III Hardware Technician

Google, Mountain View, CA

- SalesForce CRM, gCases, & PYics proficient.
- Tier III tech support for all, hardware & android OS.
- Overflow call center agent during holidays as tier III for escalations.
- Google apps proficient: Docs, Sheets, Forms & Drive.
- Reported bugs as they were confirmed after replication.
- My role changed due to good performance to shipping escalations, & trouble cases which is part of the system processes improvement team.
- Accomplishments: 3 months of 95% or higher QA.
- Added knowledge to Google Play KB, & suggested the idea to have a PYics/SalesForce widget in gCases which was eventually developed.

2006-03 - 2010-01

Land Combat Missile Systems Repairer

US Army , For Bragg, NC

The Land Combat Electronic Missile System Repairer supervises or performs field and sustainment level maintenance on the (TOW2 ATGM) M-220 Tube-launched, Optically tracked, Wire-guided anti-tank missile system, Improved Target Acquisition System, Javelin systems and the Bradley Fighting Vehicle TOW2 Subsystem (T2SS). Perform quality control measures. Inspect, test, and adjust components to specific tolerances. Determine shortcomings and malfunctions in electronic, electrical, mechanical, pneumatic, optical, and electromechanical assemblies, sub-assemblies, modules and circuit elements, with common and

system special design test equipment. Repair unserviceable items by removing and replacing defective components and parts. Repair unserviceable optical and infrared components by aligning, adjusting, removing and replacing defective modules and assemblies. Determine serviceability and disposition of defective assemblies, subassemblies, and parts. Perform maintenance adjustments and repairs on job related tools and equipment. Prepare maintenance and supply forms and reports. Serve on inspection and maintenance teams. Closely working with Raytheon contractors, the creators of most the missile systems under contract at the time. Squad Leader of Delta Squad, Delta Troop, 1/73 Airborne Recon Regiment; Attached to 1-501st Airborne Infantry Regiment of the 82nd Airborne.

2004-04 - 2004-09

IT Specialist

Institute Of Shipboard Education, MV Explorer, Jamaica

- Mapped network drives for Students to access ship wide intranet & internet.
- Providing technical expertise & troubleshooting their issues.
- Configured hardware, devices and software to set up work stations for students.

🎓 Education

2012-07 - 2013-08

40 Course Hours: Network Communications Management

DeVry University - San Jose, CA

- Formal wireless communications & CCNA courses
- Formal A+ education
- Process improvement courses
- Formal technical management training
- Deans list awardee

2010-07 - 2011-08

68 Course Hours: Electronic Engineering Technologies in Renewable E

DeVry University - Fremont

- Formal testing procedures education
- Formal calculus education
- Formal Electronic Engineering circuits & analysis training
- Hands on lab creation of circuit & semiconductors
- Dean's list awardee
- President of the Downhill boarders Club

2007-03 - 2007-09

Associate of Applied Science: Electronic Engineering, With Minor in Ordnance

Holger Toftoy Academy - Red Stone Arsenal Base, AL

- Formal electronic engineering education
- Formal aeronautics education
- Classified missile systems education
- Advanced classified ordnance & aeronautics certification
- Graduated 1st out of 12 elite hand picked students for the honors program
- Radiological training,
- Classified information systems,
- Long Range Reconnaissance Repair Certificate
- Stage II Combat Life-Saver certified (medical)
- Associates of Science Army diploma for Electronic Engineering.

2002-08 - 2006-06

High School Diploma

Placer High School - Auburn, CA

- President of Science Club
- President of Science Olympiad
- Computer Science Tutor
- Math Tutor
- Chess Club
- 2 x National qualifier for Track & Field

2007-05 - 2008-10

Associate of Applied Science: Medical

82nd Airborne 1BCT Academy - Fort Bragg, NC

- Formal Drivers training
- PMCS level 1
- Radiological training
- Classified information systems
- Stage II Combat Life-Saver certified (medical)
- NBC containment disposal & first aid