

# ADAM SHEPHERD

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## INFORMATION TECHNOLOGY PROFESSIONAL Support Technician | Network Specialist | Application Analyst

Technically proficient, top performing leader with a stellar record of analyzing and streamlining processes, identifying deficiencies, and delivering on-time practical solutions. Capable of driving complex initiatives from inception to completion with accountability for projects, people, and timelines. Solid problem-solving and critical thinking skills; able to multi-task and excel in demanding, fast-paced work environments. Strong communication, troubleshooting, and analytical skills with the capacity to interact and collaborate with individuals at all organizational levels. Highly organized and accurate with the ability to follow through to the last detail. Willing and able to relocate.

Reputation for integrity, reliability, professionalism, and accountability with the drive and initiative to produce results above and beyond what is expected. Demonstrated success in:

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|------------------------|--------------------------|-------------------------------|
| ✓ Systems Applications | ✓ Time Management        | ✓ Process Improvement         |
| ✓ Business Processes   | ✓ Project Administration | ✓ Strategic Planning/Analysis |
| ✓ Team Collaboration   | ✓ Customer Service       | ✓ Quality Control/Assurance   |
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## EMPLOYMENT HISTORY

**Virtucom, Inc.;** Norcross, GA *IT Field Service Technician* June 2017 to Present

- Contracted with Henry County Schools Information Services Department to act as first response to all computer, network, and software related issues; responsible for installation, configuration, troubleshooting, and servicing of 900 student Chromebooks, 95 administrator and educator laptop computers, more than 50 desktop computers, in addition to numerous classroom iPads and Smart Boards.
- Charged with installing, diagnosing, updating, and maintaining hardware and software, replacing faulty or broken components, imaging new computers, utilizing Active Directory to manage devices, deploying and managing new computers, and performing regular inventory reviews.
- Train teachers and administration on the use of Smart Board and Touch-Screen Projector technology.
- Provide fill-in and supplemental technical support for schools throughout Henry County School System.
- Developed a step-by-step user manual for application software that was adopted and implemented in every school and posted on the district website for quick access.
- Successfully resolved an ongoing countywide issue scanning school visitor driver's licenses, which had previously and repeatedly led to system errors, diminished efficiency, and safety challenges.
- Consistently recognized for excellence in job performance, willingness to assume additional responsibilities, accuracy, and technical skills resulting in a promotion and becoming the only three-time recipient of the "Excellence Award" in the company.

**The Kroger Co.;** Stockbridge, GA *Meat Department Manager* August 2013 to Present

- Began as a Part-Time Meat Clerk and quickly received two promotions, to Assistant Meat Manager and finally Meat Department Manager; oversee all day-to-day operations for Meat and Fish Departments with responsibility for customer service, inventory control, forecasting and budgeting, purchasing and ordering, and ensuring compliance with all OSHA and Department of Agriculture health and safety standards.
  - Manage a team of 8-10 employees, coordinate scheduling and training, establish departmental goals and expectations, and lead daily and weekly team meetings.
  - Recognized in 2015/2016 as the youngest individual in the Atlanta district to hold the position of Meat Department Manager and was designated "Most Improved Meat Manager" after drastically reducing inventory shrinkage while also improving overall sales.
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## EDUCATION & TRAINING

**Gordon State College;** Barnesville, GA *Associates Degree in Business Administration* 2015  
**Western Governors University;** Salt Lake City, UT *B.S in Network Operations & Security* 2020

**Professional Training:** CompTIA A+ Certification, Cyber Security, Program Development and Implementation, Windows OS, Mac OS, Linux, Network Standards and Protocols, Hardware Configuration and Troubleshooting, Mobile Device Support, Software Installation and Setup, Troubleshooting, System Back-up and Recovery,

Virtualization, Risk Management, Information Awareness, Cross-Functional Collaboration, Remote Access Software,  
Customer Support, Solutions Management, Vendor Relations, Microsoft Office Suite