ADAM RICHARD

◉ Troutdale, Oregon, United States

📞 850-407-1695

@ notadamv@gmail.com

WORK EXPERIENCE

September 2019-May 2021

Senior Support Technician

🏢 Zix Corp

◉ Dallas, Texas, United States

Provided phone and web technical support to customers, channel re-sellers and managed service providers (MSPs). Supported services including advanced threat protection, email encryption, information archiving, endpoint protection, email continuity, migration services, Hosted Exchange, and Microsoft 365 and Office 365 products. Supported customer administrators and provided troubleshooting assistance when needed to isolate, identify, and resolve issues in a timely and phenomenal manner. Displayed exceptional interpersonal communication, negotiation, and conflict resolution skills.

February 2019-September 2019

Point of Sale Technician

🏢 Trigger Technology Systems

◉ Florida, United States

Hands on and remote service technician for point-of-sale systems used in hospitality industry applications. Worked with customers to troubleshoot hardware and software related issues, including issues with MySQL databases. Used command line for administrative task automation. Configured basic ISP failover on edge routers. Interacted directly with clients to ensure service needs were met on a continuous basis.

January 2013-July 2014

Staff Member

🏢 Sean's Outpost Inc

◉ United States

Worked as a staff member at a non-profit homeless outreach organization working to reduce the impact of homelessness in the Florida panhandle region. Provided food and humanitarian services directly to homeless individuals. Assisted in the creation and oversight of a nine acre transitional living facility.

EDUCATION

2016-2020

BAS Cybersecurity

🎓 Pensacola State College

◉ Pensacola, Florida, United States

- Cybersecurity

SKILLS

CISCO   DNS   EXCHANGE   NETWORKING   FIREWALL   SMTP   MYSQL   LINUX   POINT-OF-SALE SYSTEM   O365 Admin   Windows PowerShell

CERTIFICATIONS

CompTIA Security+ ce

Mile 2 C)PTE: Certified Penetration Testing Engineer

Mile 2 C)DRE: Certified Disaster Recovery Engineer

LANGUAGES

English - Fluent