Duffy Adams

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PROFESSIONAL EXPERIENCE

ICSolutions   **San Diego, CA**
Site Administrator   *December 2021 - Present*

- Serve as the primary contact for prison facility system operations, ensuring seamless communication between technical support teams and correctional facility staff.
- Manage and resolve inmate communications inquiries (grievances, complaints) through Jira and recently transitioned to ServiceNow platforms.
- Assist investigative personnel with detailed reporting and data gathering for ongoing facility investigations.
- Provide weekly operational updates on telecommunication systems, documenting phone system performance, maintenance, and outstanding service issues.
- Repair, replace, and maintain facility hardware, including inmate telephones, tablet systems, kiosks, and networking equipment.
- Partner with technical support teams to troubleshoot hardware and software issues related to voice communication infrastructure and digital services.
- Led the installation and implementation of a tablet-based communication and media system within a high-volume correctional environment, significantly boosting operational revenue.

Chick-Fil-A   **Chula Vista, CA**
Supervisor   *August 2015 - August 2021*

- Supervised daily operations to ensure compliance with health, safety, and fire regulations in food preparation and service areas.
- Investigated and resolved escalated customer complaints regarding service quality, leading to consistently high customer satisfaction ratings.
- Developed and implemented training programs for new hires, while mentoring and managing a team of 15+ employees to achieve performance goals.
- Oversaw scheduling and shift management to optimize labor costs, achieving consistent labor target goals.

AMC (American Multi-Cinema)   **Mission Valley, CA**
Movie Theater Attendant   *September 2014 - May 2015*

- Maintained clean and organized auditoriums, restrooms, and lobbies to deliver an exceptional guest experience while monitoring facility access.
- Prepared and served concession items, adhering to strict food safety standards, and assisted with inventory management.
- Conducted nightly closing procedures, including balancing cash drawers and securing funds to prevent loss or theft.

EDUCATION

San Diego State University   **Chula Vista, CA**
B.S Degree - Computer Science   *Expected Completion May 2026*

Southwestern College   **Chula Vista, CA**
A.S Degree - Computer Science   *Completed May 2024*

TECHNICAL SKILLS

Software & Collaboration: Microsoft Office Suite, Google Workspace (Docs, Sheets, Slides)

Programming: Python, Java, C++

UI Development: Svelte, React, JavaScript (ES6+), HTML5, CSS3

Backend & API Development: Ruby on Rails, REST APIs, OAuth2, ActiveRecord, SQLite, Devise, OmniAuth, Pundit, CanCanCan, Jbuilder

Frameworks & Architecture: Component libraries, state management (Svelte Stores, React Context), modern component-based UI design, API orchestration, performance optimization

Operating Systems: Windows, Linux/Unix (Debian, Ubuntu), macOS

Virtualization & Deployment: Proxmox, VMware, Git CI/CD pipelines

Cloud & Systems: Virtualized environments, Linux server management, Windows, macOS

AI/ML Integration: LLM feature development via Python and API orchestration

Familiar with Agile development methodology, Git, and LLM-based feature integration

TECHNICAL PROJECTS

Traffic Incident Scraper & App | *traffic-app.duffyadams.com — Python, Flask, SQLite, BeautifulSoup, OpenAI API, Svelte*
Built a full-stack system to scrape, store, and serve live CHP traffic data. Automated incident summaries via GPT, generated maps, and deployed a mobile-friendly Svelte frontend with real-time API updates.
Built RESTful API endpoints (`GET /incidents`, `POST /incidents`, etc.) that mirror Rails' resourceful routing (index, show, create, update, destroy).