Adam Evancho

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Work experience

07.2018 – PRESENT   ATLANTA, UNITED STATES
SaaS Application Support Engineer
VMware
WorkspaceONE Federal Enterprise Support Engineer
- Work with systems administrators, DBAs, QA, engineering and product managers to squash bugs and develop product enhancements
- Provide technical guidance for database, server and network configurations
- SQL, networking, IIS, .NET, Java web servers, and web applications troubleshooting
- Provide infrastructure recommendations pertaining to Active Directory, Load Balancer, Firewall, Reverse Proxies, VPN, Domain Controller and DNS configurations
- SaaS escalation management, root-cause analysis

WorkspaceONE Production Support Engineer
- Mobile application management (MAM)
- WorkspaceONE REST API and SDK troubleshooting
- SQL and Python scripting

05.2017 – 07.2018   BIRMINGHAM, UNITED STATES
Digital Marketing Manager
Intermark
- Social media strategy, content writing, management of social media promotions and ad buys, sweepstakes, social analytics and reporting
- Media outreach: media kits, press releases, boiler plate copy and bios, fact sheets, pitch letters, public event coordination

03.2015 – 05.2017   BIRMINGHAM, UNITED STATES
Copywriter & Information Architect
BIG Communications
- Design website architectures, strategies and wireframes
- SEO, website and social media data analysis and report writing
- Technical writing and technical documentation
- Copywriting & brand strategy

05.2012 – 03.2015   ATLANTA, UNITED STATES
Genius
Apple, Inc.
- Diagnose, troubleshoot and repair Apple devices
- Lead training sessions
- Schedule and manage Genius Bar appointments

Education

08.2007 – 05.2012   ATHENS, GA., UNITED STATES
Advertising Journalism & Mass Communication | Bachelor of Arts
University of Georgia

08.2004 – 05.2007   BUFORD, GA., UNITED STATES
Diploma
Buford High School

Certifications

12.2020
Javascript Development
General Assembly

08.2020
VMware Certified Professional (VCP-DW)
VMware

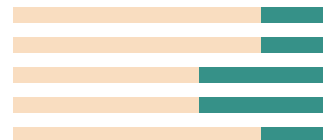## Skills

– PROGRAMMING SKILLS

Python 3
JavaScript ES5/6
SQL
CSS3/HTML5
REST API

Familiar Tools & Tech:

Python Frameworks & Technologies:
- Django, Flask, Requests, Pandas, NumPy

Javascript Frameworks & Technologies:
- Node.JS, Express, Webpack, Axios, Handlebars, Babel

OS:
- Microsoft SQL Server, Windows Server 2012-2020

Cloud/Hosting:
- Heroku, AWS EC2, AWS Lambda, AWS S3

Software:
- Git, Salesforce, JIRA, Confluence, Solarwinds, Postman