

Adam Waszczyszak

EDUCATION

Stony Brook University

Bachelor of Science in Technological Systems Management, concentration in Information Systems

Stony Brook, New York

May 2024

GPA: 3.23 | Dean's List (4 semesters)

WORK EXPERIENCE

MS Shift Inc.

Manhattan, New York

IT Support Specialist

September 2024 - Current

- Provided customer service and technical support, including troubleshooting and resolving software and hardware issues.
- Pressure tested software and hardware, ensuring system reliability, integrity, and security.
- Accurately documented transactions and managed cases using a detailed internal ticketing system, escalating complex issues when necessary to ensure a solution.
- Maintained up-to-date knowledge of product information, conducting follow-ups to enhance customer satisfaction

Hydrolane, Inc.

Ridgewood, New York

Plumbing Assistant

May 2018 - May 2024

- Assisted with paperwork, scheduling, and invoices.
- Managed invoice computer systems and backup servers for the business.
- Assured consistent computer system uptime and communication system.

Achievement First

Brooklyn, New York

IT Intern

May 2023 - August 2023

- Imaged, configured, and maintained 100+ computer systems
- Monitored and assisted end users through ZenDesk tickets
- Traced and mapped networking ports to the main distribution frame room
- Provided customer and repair services to end users and clients
- Configured network printers, Cisco Phones, and Cisco Wireless Access Points

Douglas Elliman Property Management

Manhattan, New York

Concierge

May 2022 - August 2022

- Assisted over 100+ residents with managing deliveries,
- Supervised the residential property, ensuring security
- Maintained records and logs

Student Media Services

Stony Brook, New York

IT Media Assistant

September 2022 - Present

- Assisted with planning events and software applications.
- Collaborated with cross-functional teams to implement project deliverables.
- Performing outreach responsibilities to stimulate interest in media such as tabling events and social media outreach..

LEADERSHIP EXPERIENCE

Polish Sailing Club of New York

Sheepshead Bay, New York

Counselor

August 2018

- Made sure students were kept safe.
- Organized student activities.
- Assisted and taught students how to sail on open water.

SKILLS

- Proficient in Microsoft Word, Excel, and Adobe Creative Suite.
- Proficient in Python, Java, IT-related software, and computer hardware.
- Bilingual in Polish and English.