

Adam Schulz

adam.m.schulz@outlook.com ❖ (317) 605-7234 ❖ Avon, IN

WORK EXPERIENCE

Pools of Fun 2020

Mar. 2019 – May

Service Administrator

Plainfield, IN

- Oversee the daily operations of the service department by utilizing in-depth knowledge of company products and services to schedule work orders, address customer concerns, approve invoices, and process payments to ensure an excellent standard of customer service is maintained.
- Order, receive, transfer and inventory all parts and products relating to the service department.
- Coordinator for weekly service pool care division that generated record amount of revenue for 2019 season.
- Administer all warranty claims with respective manufacturers ensuring Pools of Fun is reimbursed for all product failures

Pools of Fun *Service Technician*

Sep. 2017 – Mar. 2019

Plainfield, IN

- Tested and balanced water chemistry, performed preventative maintenance, and thoroughly cleaned pools daily
- Performed pool openings, closings, diagnosed technical and mechanical issues and installed new equipment
- Assisted with installation of replacement vinyl liners and autocover fabrics

MISO Energy *IT Support Specialist*

Feb. 2017 – Sep. 2017

Carmel, IN

- Provided effective troubleshooting efforts and remote support to company employees to ensure a timely resolution of technical issues
- Imaged and deployed workstations and mobile devices for all new hires within the company
- Aided in setup and configuration of company's smart office initiative

United States Navy *Information Systems Technician*

Feb. 2013 – Feb. 2017

Norfolk, VA

- Shift supervisor for a 6-person team overseeing 10 tactical systems onboard, providing strategic advice for troubleshooting efforts in order to maintain maximum operational readiness while out to sea
- Developed numerous standard operating procedure documents to capture best practices for common network related issues
- Lead technician for cabling team while ship was in repair yards, running ethernet cable to over 1100 workstation terminals in compliance with DoD cybersecurity measures

EDUCATION & TRAINING

- US Navy IT Core School
- US Navy Network Analysis & Administration Course

Apr. 2013 – Dec. 2013

Mar. 2015 – Jun. 2015

SKILLS & INTERESTS

- **Skills:** Perseverance, Adaptability, Customer Service, QuickBooks Desktop, Intuit Field Service Management
- **Interests:** Photography, cooking, seeing live music, trying new experiences