Adam Sherman

DEVELOPER, SYSTEMS ADMIN & IT SUPPORT

(714) 309-5925 | Tustin, CA 92782 | adsherman6@outlook.com | linkedin.com/in/adsherman6

Experience

IT Specialist   08/2022 - Present
Skyward Technical Solutions | Laguna Niguel, CA

- Ensure the smooth operation, maintenance, and security of dozens of servers and hundreds of workstations
- Troubleshoot and resolve technical issues for employees of dozens of businesses spanning various industries
- Coordinate and plan IT infrastructure projects of varying scope in conjunction with business executives

IT Support Specialist   06/2020 – 08/2022
TLD Law | Irvine and Long Beach, CA

- Configure VPN and remote access to company resources and office computers
- Create and apply group policy in Active Directory
- Implement company-wide VOIP solution
- Identify and solve help desk tickets for office personnel and their clients

Lead Programmer   06/2019 – 06/2020
NetRecoveries | Irvine, CA

- Write Javascript applets to classify incoming loan applications per client's parameters
- Offer support, recommendations, and administrative services to defi Solutions software users
- Optimize and maintain client databases
- Provide technical support for office personnel and management

IT Administrator   08/2015 – 06/2019
Ace Q Tutoring | Irvine, CA

- Responsible for setting up new users, accounts, and PCs on multiple domains
- Upgrade and install educational software for all employees and clients
- Detect and fix network security issues
- Responsible for troubleshooting and repairing PCs, laptops, printers, and peripheral devices

System Administrator   07/2015 – 08/2018
Joseph Rhee & Associates | Irvine, CA

- Manage email accounts, creating new users in Active Directory and setting permissions
- Provide support for troubleshooting and resolving customer and employee reported issues
- Maintain company website and CRM database of prospective clients
- Documenting procedures and updating existing documentation

Information Systems Manager   05/2012 – 05/2015
Twin Oaks Mobile Home Park | Irvine, CA

- Manage email accounts, creating new users in Active Directory and setting permissions
- Provide support for troubleshooting and resolving customer and employee reported issues
- Maintain company website and CRM database of prospective clients
- Documenting procedures and updating existing documentation

Education, Certifications, and Skills

Chapman University | B.S. Computer Science   Graduated 12/2016
CompTIA A+ | 220-901   Issued 02/2019

Active Directory | Microsoft Azure | Google Workspace | Microsoft Exchange | DNS Servers, Mail Servers | Domain Management |
Windows Server 2012-2022 | Windows 10, 11, Linux, macOS | Bash scripting
Communication | Teamwork | Problem-solving | Adaptability | Leadership