Adam Sherman

DEVELOPER, SYSTEMS ADMIN & IT SUPPORT

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(714) 309-5925

EDUCATION

Chapman University
Orange, California, 2012-2016
Bachelor of Science in Computer Science

CERTIFICATIONS

CompTIA A+
220-901, 2019

SOCIAL MEDIA

Website: adamsherman.me
LinkedIn: linkedin.com/in/adsherman6
Twitter: twitter.com/adismad6

WORK EXPERIENCE

TLD Law
IT Support Specialist, 2020-Present

- Configure VPN for 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
- Responsible for imaging and deployment of computer operating systems

NetRecoveries
Lead Programmer, 2019-2020

- 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

Joseph Rhee & Associates
System Administrator, 2015-2018

- Create and maintain company website
- Manage email accounts Active Directory creating new users and setting permissions
- Provide support for troubleshooting and resolving customer reported issues
- Maintain CRM database of prospective clients
- Assist employees with all technical problems
- Documenting procedures and updating existing documentation

Ace Q Tutoring
IT Administrator, 2015-2019

- 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

Twin Oaks Mobile Home Park
Information Systems Manager, 2012-Present

- Provide base level support to non-technical personnel within the business
- Install and configure software for management
- Build and upgrade office computers and peripheral components
- Provide support for third-party applications including proprietary apps used by contractors
- Resolve a variety of technical issues

SKILLS

Technical Skills
Active Directory
Amazon AWS
Microsoft Azure
Javascript
Bash scripting
Debian & Red Hat Linux

Personal Skills
Committed
Organized
Creative problem-solver
Strong communicator
Team player

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References

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