

Adam Sherman

DEVELOPER, SYSTEMS ADMIN & IT SUPPORT

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EDUCATION

Chapman University

Orange, California, 2012-2016

Bachelor of Science in Computer Science



CERTIFICATIONS

CompTIA A+

220-901, 2019



SOCIAL MEDIA

Website:	adam-sherman.com
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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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