

ADAM O. TOLBERT  
404-725-1574  
[aotolbert@gmail.com](mailto:aotolbert@gmail.com)

### SUMMARY OF QUALIFICATIONS

In addition to being fluent in Spanish, I am also fluent in programming languages such as Javascript, JQuery, HTML5, CSS, JS.Node, Bootstrap, and Git, and am working on familiarizing myself with the likes of React.JS, Python, and others in my BootCamp. I am capable of maintaining an elevated energy level and I prefer to work under high pressure and variable working conditions. My strengths include organization, responsiveness, Microsoft Office, critical thinking, multi-tasking, data analytics, team management, and negotiation.

### HIGHLIGHTS OF EXPERIENCE

**Network Technician:** Global Linking Solutions (GLS), Charlotte, North Carolina August 2018 – Current

- Proactively and reactively monitor the health of the network capabilities on multiple businesses across the country. From over the phone troubleshooting, to remoting into systems to reconfigure devices, to scheduling technicians when the problem is beyond remote repair.
- Coordinate the solutions of many different types of problems across multiple businesses including the affected site, to local tech dispatchers, to the ISP, and informing the chain of the progress in order to fix any connectivity issues as quickly and painlessly as possible.
- Ensure that all trouble tickets that are generated by a system monitoring program or by user call-in, are responded to within 30 minutes and the actions are documented carefully so that the next technician can understand the issues and perform relevant tasks

**International Account Manager/Broker:** Nolan Transportation Group, Charlotte, North Carolina June 2016 – April 2018

- Build a book of business from the ground up by cold calling businesses across the US and Canada and eventually forming partnerships with as many companies as possible in order to maximize individual profits from any type of freight or logistics that the client may require
- Simultaneously maintain and grow those relationships with existing clients while attempting to expand your book of business through the utilization of support personnel and automated programs that maximize daily efficiency and improve overall time management
- Quickly and concisely coordinate between multiple parties regarding any potential issues along the freight process, ensuring that the company continues to profit as much as possible while also keeping both our carrier base and our client base satisfied with the associated costs and the speed at which the problem is resolved
- Created over \$130k in margins with over \$1MM in customer Billings by maximizing margins per load and load count either by negotiating client side to pull as much business as possible at the highest possible rates and/or negotiating with carriers to keep our outgoing payments as low as possible without compromising on service quality or speed to market

**Barista:** Jittery Joe's, Athens, Georgia May 2013 – December 2015

- Maintain a positive disposition and a pleasant atmosphere for all customers while taking and assembling complex orders quickly and correctly
- Ensured the coffee bar was clean and fully stocked at all times in order to increase the productivity of all employees and decrease the waiting time experienced by the clients
- Coordinate with other Jittery Joes franchises in order to complete bulk orders or restock on products that were in high demand but out of stock at this location

**Contract Writer:** Presbyterian College, Clinton, South Carolina January 2015 – December 2015

- Researched, conducted interviews, and produced fully fledged articles about current events both on and off campus that were published in our school's newsletter and on the website. Article topics included but weren't limited to PC Green Week for Environmental Awareness, Greek Life Philanthropic Events, and Traveling Choral Events.
- Utilized online cloud based tools in order to quickly communicate with the editors of the paper, get feedback, and revise the articles to better suit the desired message of the paper
- 

### EDUCATION

Presbyterian College, Clinton, South Carolina

Bachelor of Science in Business Administration with a concentration in Management (Class of 2016)

Study Abroad: La Universidad Francisco de Vitoria, Madrid, Spain (Fall 2014)

UNC-Charlotte Coding Bootcamp, Charlotte, North Carolina (June, 2018 – December, 2018)

### LEADERSHIP AND CAMPUS INVOLVEMENT

Member of Pi Kappa Phi Fraternity, Beta Chapter, Presbyterian College, Clinton, South Carolina

Risk Management Chair	2013-2015
Standards Board	2014-2015
Apparel Chair	2013-2015