

# Adam Tolbert

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## Summary of Qualifications:

I am a soon-to-be graduate of the Full Stack Development Bootcamp where for 6 months, I familiarized myself with a host of different programming languages on both the front and back end of the development process. I also learned to utilize multi-layered programs to securely and efficiently pass data on the internet between servers, databases, and clients simultaneously. I thrive under pressure, I can juggle multiple tasks simultaneously, and I prefer fast paced and lively work environments that allow for more creative license while still maintaining focus on the larger goals of the project and the company.

## Education

### BACHELOR OF SCIENCE | MAY, 2016 | PRESBYTERIAN COLLEGE

- Major: Business Administration - Management
- Study Abroad: Madrid, Spain (Universidad Francisco de Vitoria) Fall 2014

### FULL STACK DEVELOPER CERTIFICATE | DECEMBER, 2018 | UNC-CHARLOTTE

- 6 Months (12 hours a week min.) of non-stop learning. Starting from the basics of the internet to writing, hosting, updating, expanding, and debugging full stack web applications this class dove into most of the languages that developers use in today's market.

## Skills & Abilities

### PROGRAMMING

- I am fluent in HTML5, CSS, Bootstrap, C#, JavaScript, ES5 and ES6, JQuery, APIs, Postman, JSON, Ajax, mvSQL, SQL Server, Sequelize, MongoDB, Node.js, Express.js, React.js, .Net, and Handlebars.

### NETWORKING

- Having worked as a Network technician for multiple different Fortune 500 companies I am familiar with network mapping, troubleshooting, configurations, TACEC Security protocols, Interacting with ISPs and diagnosing connectivity issues from countries around the world

### COMMUNICATION

- Having worked in logistics before I switched career paths, communication is hard coded into the way I do business. Rapid and accurate communication is vital in every industry and I have worked for over 2 years making sure that people are informed as quickly as possible so that they can operate to the best of their ability.

### LEADERSHIP

- Having been a part of a Fraternity and serving on the board for over 2 years, I learned how to take on positions of responsibility and was responsible for ensuring our organization complied with the standards boards of both our school and our national fraternity.

## **Experience**

### **NETWORK TECHNICIAN | GLS | AUGUST 2018 - CURRENT**

- Proactively and reactively monitor the health of the network within multiple businesses and their franchises across the country. From over the phone troubleshooting, to remoting into systems to reconfigure devices, to scheduling onsite smart-hands.
- Coordinate the solutions of many different types of problems to the affected site, local tech dispatchers, the ISP, the company's IT administrators, and any other relevant parties to fix any connectivity issues as quickly and painlessly as possible.
- Constantly monitor the proactive monitoring system to ensure that any tickets that are generated either by a network health monitoring scraper 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.

### **FREIGHT BROKER | NTG | JUNE 2016 - APRIL 2018**

- Was responsible for the creation of over \$1MM worth of billing that resulted in over \$120,000 in total profit for the company.
- Oversaw both national and international shipments throughout the US and Canada and was responsible for ensuring a safe delivery in a timely manner. This involved a need for constant communication and rapid problem solving with multiple parties to provide the highest level of customer service to the client and to the carriers that we contracted

### **BARISTA | JITTERY JOES | JUNE 2013 - APRIL 2016**

- Maintain a positive disposition and a pleasant atmosphere for all customers while taking and assembling complex orders quickly and correctly
- Ensured all the coffee bars and stations were always clean and fully stocked to increase the productivity of all the employees and to enhance the experience that the customers have when they go to gather their order
- Coordinate with other Jittery Joe's franchises in order to complete bulk orders or restock products that we had run out of or had extras of in order to keep with demand across all of Jittery Joe's many locations