Adrian Randolph

Houston, TX 77007

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Professional Summary

Results-driven Cloud + Technical Support Professional with 3+ years of SQL/database work and 5+ years in high-impact client-facing roles. Experienced in training, backend troubleshooting, and SaaS delivery. Actively pursuing AWS-focused roles in cloud support, DevOps, or systems engineering.

Willing to relocate: Anywhere

Authorized to work in the US for any employer

Work Experience

System Implementation Engineer

Genesis Gaming Solutions, Inc.-Spring, TX

September 2021 to March 2025

• Delivered client training and onboarding for the Bravo casino management system suite across software and hardware modules

• Utilized Microsoft SQL to support backend configuration, data management, and technical diagnostics

• Documented and deployed end-to-end software solutions while coordinating live technical support across multiple time zones — minimizing downtime and improving user adoption

• Collaborated cross-functionally with casino and corporate IT teams, along with managers and supervisors on the casino floor for troubleshooting and QA feedback

• Deployed and supported SQL-backed SaaS systems across multiple environments, collaborating with client IT teams to ensure uptime and security.

Education Consultant/Business Development Representative

Satchel Pulse-Remote

May 2021 to August 2021

• Prospected school districts, scheduled demos, and introduced SEL software solutions to administrators and organizations

• Handled CRM-based lead generation, cold outreach, and follow-up for business development and account management

VR Consultant/Field Sales Representative

LIME Painting-Houston, TX

October 2020 to April 2021

• Managed door-to-door and appointment-based sales strategies for luxury home remodeling projects throughout Greater Houston

• Coordinated with production teams to ensure seamless service delivery and quality assurance with our clients

Carrier Sales Representative

Arrive Logistics-Austin, TX

January 2020 to September 2020

- Handled 75–100 daily calls to negotiate freight rates and schedule logistics pickups/deliveries
- Tracked shipments, resolved delivery issues, and grew carrier relationships to drive revenue

Education

Psychology (Minor in Economics) (Bachelor of Science)
University of Houston-Houston, TX
August 2014 to December 2019

Skills

- Account Management
- Sales
- SQL
- Microsoft SQL Server (3 years)
- Remote Collaboration (3 years)
- Technical Training (3 years)
- Pre-Sales Support
- Account Retention
- Customer Service
- Customer Support
- Product Management (3 years)

Certifications and Licenses

AWS Cloud Practitioner
August 2025 to Present

Google IT Support Professional
June 2021 to Present

Cloud Resume Challenge (In Progress)
16-step cloud portfolio project using S3, Lambda, DynamoDB, and GitHub Actions -- hands-on AWS implementation

AWS Solutions Architect (In-Progress)
August 2025 to August 2029

Studying for this now