**Michael A. Adams, Sr.** 

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Portfolio: <https://eaglescout40.github.io/UpdatedPortfolio/>

# SUMMARY

I am a full stack developer who enhances business with a wide range of expertise surrounding the entire full stack process as I am certified via Georgia Tech for Full Stack Development. I am uniquely qualified and experienced to be an asset because of my extensive background with supporting proprietary software on both the front end and the back end with skills such as MySQL, Node.js, and networking (to name a few). I am looking for a company that values their employees and desires for them to grow.

# WORK EXPERIENCE

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## Georgia Tech

*Full Stack Development (05.2019–Present)*

## Agent

*Liberty National (Aderholt Agency) (02.2019– 06.2019)*

* Sold Life Insurance and add-ons

## Help Desk Manager

*Octane5 (09.2018– 12.2018)*

* Created technical Training Scripts for training on Octane5 products
* Answered customer requests for help with technical questions
* Earned the White Belt for their White Belt Book of Knowledge
  + Earned after one month. (Typically given three to six months after hire date)

## Technical Support Specialist

*SAGE via Kelly Services (10.2017 – 9.2018)*

* Created User Sheets for assistance in supporting Sage products
* Provided answers to customer requests with technical questions
* Delivered top level customer service for customers getting repairs and maintenance done for their account and software

## Sales Manager

*US Health Advisors (12.2016 – 02.2018)*

* Sold quality, affordable health insurance

## Assistant Service Manager

*Milton Martin Toyota (05.2016 – 10.2016)*

* Created a User Guide for the Reynolds and Reynolds software and new spreadsheets to properly quote tires sales, parts and labor sales, etc.
* Provided top level customer service for customers getting repairs and maintenance done on their vehicle.
* Worked as a technical liaison between the customers and the technicians

**McKesson Patient Folder Consultant**

*HealthTech (02.2016 – 08.2016)*

* Gave expert advice to the Community Hospital of the Monterey Peninsula
* Provided testing during their upgrade from McKesson HPF 15.0 to MPF 17.0.1.

## Application Engineer Level II

*McKesson (09.2011 – 08.2015)*

* Provided Level II Technical Support for their Patient Folder Hospital software ranging from version EPF 11.0 through MPF 16.2.
* Wrote TSQL Queries for hospitals needing specific database information.
* Created a set of MPF “Cheat Sheets” that brought the most used information on each of the software pieces eliminating approximately 85% of time wasted looking for this information.

## Technical Support Level II

*WorldPay (03.2003 – 08.2011)*

* Delivered technical support for a wide range of credit card processing equipment including Grocery POS, Petroleum POS, Countertop POS and mobile POS.
* Wrote a set of escalation processes that reduced confusion and redundancy when escalation was needed. Reduced the Escalation Process procedures by approx. 25%.

# COMMUNICATION SKILLS

Technical Writing, Content Writing, Account Relations

# TECHNICAL SKILLS

Help Desk Operations, Account Relations, SQL, JavaScript, HTML5, CSS3, GIT, jQuery, Bootstrap, Node.JS, Technical Support, MySQL, React.JS, Node.JS, Project Management, Process Creation