Michael A. Adams, Sr.

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Portfolio: https://eaglescout40.github.io/UpdatedPortfolio/
Github: https://github.com/eaglescout40

SUMMARY

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

TECHNICAL SKILLS

Languages: HTML5, CSS3, JavaScript, jQuery, TSQL, MySQL, C#, Python

Applications: GIT, Heroku, Bootstrap, Node.js, React.js, Handlebars, Ajax, NPM, Express

PROJECTS

Personal Portfolio | https://eaglescout40.github.io/UpdatedPortfolio/
- Created a portfolio website to show skills that I have
- Coded portfolio as a homework project
- HTML5, CSS3, Bootstrap

Adopt a Pet Finder | https://eaglescout40.github.io/Group3Project1/
- First group project allows a user to search for an adoptable dog
- Administrated the Git Repository, coded the CSS3 content, coded the comic card and flip card
- Coded API interface, used Firebase, HTML5, CSS3, JavaScript

Star Wars Trivia Game | https://eaglescout40.github.io/TriviaGameHW/
- Trivia Game about Start Wars
- Responsible for all coding
- JavaScript, CSS3, HTML5

EXPERIENCE

Help Desk Manager   *2019 - 2019*
Octane5   Alpharetta, GA
Contracted to learn and support the proprietary software system used for their Customer and Technical Support representatives.

Key Accomplishments:
- Created technical Training Scripts for training on Octane5 products.
- Provided answers to customer requests with technical questions via phone and email.
- Earned the White Belt for their White Belt Book of Knowledge.
  - Earned after one month. (Typically earned three to six months after hire date)

Technical Support Specialist   *2017-2018*
Sage via Kelly Services   Lawrenceville, GA
Responded to customers request for assistance via phone or email.

Key Accomplishments:
- 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   2016 – 2018
US Health Advisors   Atlanta, GA
Sold quality healthcare that was affordable and comprehensive.

Key Accomplishments:
- Qualified and earned my Health and Insurance license in only two months.

Assistant Service Manager   *2016 - 2016*
Milton Martin Toyota   Gainesville, GA
Liaison between Service customers and the business. Responsible for getting information about the customers car and how it was acting into the Reynolds and Reynolds system for the technicians to be able to perform needed work to the vehicle.

Key Accomplishments:
- Created a Reynold and Reynolds User Guide for new users.
- Created automated spreadsheet to quote and sell tires.
- Created automated spreadsheet to quote and sell parts and labor.

Consultant via HealthTech   *2016 –* 2016
Community Hospital of Monterey Peninsula   Monterey, CA
Assisted in migrating their McKesson Patient Folder product from version 15.2 to 17.0.

Key Accomplishments:
- Provided expert configuration advice.
- Conducted testing and recommended resolutions to issues.

Application Engineer (Level II)   *2011 - 2015*
McKesson   Alpharetta, GA
Provided Level II Technical Support for their Patient Folder Hospital software, and all optional modules, ranging from version EPF 11.0 through MPF 16.2.

Key Accomplishments:
- Wrote TSQL Queries for hospitals needing specific database information.
- Created a set of "Cheat Sheets" that centralized the most used information on each of the software pieces eliminating approximately 85% of time wasted looking for this information.

Technical Support Engineer (Level II)   *2003 - 2011*
WorldPay   Sandy Springs, GA
Delivered technical support for a wide range of credit card processing equipment including Grocery POS, Petroleum POS, Countertop POS and Mobile POS.
Key Accomplishments:
- Wrote a set of escalation processes that reduced confusion and redundancy when escalation was needed. Reduced the Escalation Process procedures by approximately 25%.

EDUCATION

Bootcamp Certificate: Georgia Institute of Technology, Atlanta, GA
A 24-week intensive program focused on gaining technical programming skills in HTML5, CSS3, JavaScript, JQuery, Python, C#, Bootstrap, Firebase, Node Js, MySQL, MongoDB, Express, Handelbars.js & ReactJS.