

# Michael A. Adams, Sr.



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## SUMMARY

I use my technical skills to enhance the companies that I have work for in a positive, measurable way while producing results in my field of employment.

## WORK EXPERIENCE

### **Enrolled at Georgia Tech**

*Full Stack Development (05.2019–Present)*

- Expected graduation date 11.15.19

### **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%.

## **EARLY WORK HISTORY**

***Additional details available upon request.***

## **COMMUNICATION SKILLS**

Technical Writing, Content Writing, Account Relations

## TECHNICAL SKILLS

Help Desk Operations, Account Relations, SQL, Database Management, Call Center Operations, Technical Support, Quality Assurance, Project Management, Process Creation