

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