

Joseph Adamo

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Adaptable professional with a strong foundation in technical support, data management, and customer service. I quickly learn new systems and processes, applying efficient problem-solving skills to streamline workflows and tackle diverse challenges. With a commitment to excellence and a collaborative approach, I'm ready to contribute innovative solutions and reliable support to your team, enhancing overall productivity and effectiveness.

RELEVANT EXPERIENCE

IT Support and Data Management Contractor

July 2023 – July 2024

Austin Independent School District

Austin, TX

- Resolved diverse employee issues related to ERP and finance systems while collaborating to develop comprehensive documentation for common challenges
- Achieved exceptional customer service with a 9.6/10 feedback score in the ticketing system, serving as primary point of contact for finance-related inquiries and provided support for ERP tickets as needed
- Engineered and refined a data integration script utilizing chatGPT, increasing processing capacity to 12,000 employee records daily and reducing manual entry time from months to a single day, while identifying various ERP database issues
- Contributed to team efforts in processing and tracking income verification forms, demonstrating strong organizational skills and consistent performance in data entry tasks
- Resolved discrepancies in school and state data, involving verification of sensitive documentation and collaboration with all district campuses to ensure accurate updates.
- Demonstrated versatility by assisting with Excel formatting, software troubleshooting, and process automation, while maintaining strict data security protocols utilizing AI technologies

Fulfillment Specialist

August 2022 – February 2023

Argument Driven Inquiry

Dripping Spring, TX

- Revamped inventory management, significantly increasing accuracy and control through strategic process redesign, demonstrating strong process optimization capabilities
- Led warehouse reorganization, boosting efficiency by strategically grouping products and centralizing essential packing materials within 15 feet of all assembly areas, significantly speeding up the assembly process
- Managed diverse order processing tasks including picking, packing, and shipping, ensuring timely and accurate deliveries to maintain high customer satisfaction
- Operated and maintained advanced technology including 3D printers, showcasing adaptability and technological proficiency while increasing productivity and reducing equipment downtime

EDUCATION

Austin Community College

Resumed studies in August 2022; expected completion of AD, General Studies in December 2024

University of Texas at Dallas

Attended 2017-2018 for B.S. in Computer Science

Lake Travis High School

Graduated May, 2017

SKILLS & INTERESTS

- **Skills:** Basic hardware knowledge (built multiple computers), proficient in Windows and MacOS, coding languages (Java, C++, HTML, JavaScript, CSS, React), Google Workspace and Microsoft Office Suite, strong problem-solving abilities, ChatGPT
- **Interests:** Coding, education, reading, hiking, dogs, video games, baseball, sci-fi, photography, green technology, astronomy

Additional work experience and references available upon request.

ADDITIONAL WORK EXPERIENCE

Torchy's Tacos

2018-2019,

2021-2022

Cashier & Expo/Runner

Lakeway,

TX

- Thrived in a high-volume setting, delivering superior customer service and processing a wide array of orders, from individual meals to extensive catering events, across multiple channels (in-person, online, phone).
- Utilized strong problem-solving abilities to address customer inquiries, effectively answer menu questions, and offer personalized recommendations, enhancing customer satisfaction and loyalty.
- Played a key role in team development by training new members in cash register operations and customer service best practices, contributing to a cohesive, high-performing team.
- Demonstrated exceptional adaptability and teamwork, especially during peak periods, by assisting in order expediting and supporting kitchen operations to ensure efficient food preparation and service.

Shake Shack

August 2020 – December

2020

Team Member

Austin ,

TX

- Specialized in operating the HOT side stations — Grill, Fry, and Makeup Table — streamlining food preparation and contributing to faster service times, optimizing kitchen workflow.
- Maintained exceptional cleanliness and organization at my station, consistently delivering rush-ready service and performing deep-cleaning tasks as needed.
- Ensured the production of high-quality food by double-checking all orders for quality, including meticulous attention to detail for Smash Burgers, Fries, and overall presentation.

Whataburger

July 2019 – February

2020

Team Member

Austin ,

TX

- Demonstrated versatility by effectively managing various positions, such as grill, fry, make-up table, drive-thru, and front counter, exhibiting a commitment to team cohesion and smooth operations.
- Displayed leadership during night shifts, effectively coordinating the kitchen crew and assisting managers in monitoring order times and food quality during busy periods.
- Exhibited strong communication skills, delegating tasks to high school team members and ensuring that everyone contributed to maintaining a clean and efficient work environment.

HEB

August 2016 – April

2017

Cashier & Customer Service Representative

Lakeway ,

TX

- Delivered efficient, friendly service, enhancing customer satisfaction through engaging interactions and a positive shopping experience.
- Operated the cash register with proficiency, ensuring accurate order processing and knowledge of produce codes for efficient transactions.
- Facilitated the purchase process, from payment processing to careful bagging, with a focus on customer service.
- Resolved customer complaints skillfully, maintaining professionalism and prioritizing satisfaction.
- Optimized downtime by assisting with various tasks, including cleaning, bagging, and maintaining the storefront's presentation.

Photo Editor and Shipping Clerk

September 2015 - July

2016

RCL Portrait Design

Hudson Bend,

TX

- Managed the efficient flow of portrait photography, receiving raw photos from offsite photographers, and securely uploading them to the company server with regular data backups to ensure data integrity.
- Proficiently utilized Photoshop to retouch photos, skillfully correcting common issues such as lens glare, clothing blemishes, and other imperfections, resulting in the production of high-quality and polished final products.
- Demonstrated precision and attention to detail in assembling final products, including framing photos and burning digital copies onto CDs, ensuring prompt and reliable delivery to clients while adhering to the company's high-quality standards.
- Showcased excellent organizational and time management skills in processing orders with accuracy and efficiency, leading to high customer satisfaction and fostering repeat business.