

# SETH ADAMS

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## PROFESSIONAL SUMMARY

Accomplished and energetic recent college graduate with a degree in computer science and a concentration in software, systems, and networks. Prior work experience in the restaurant industry as a server, has assisted me in being able to adeptly prioritize, balance, and resolve multiple and complex challenges in a fast-paced and demanding environment. I am well-traveled and consider myself a global citizen, having visited various parts of Europe, Mexico, and the United States. This experience has enabled me to communicate with various people from different backgrounds and cultures effectively. It has made me a firm supporter of Diversity, Equity, and Inclusion in the workplace.

## SKILLS

- Strong programming skills in Java, HTML, and Python
- Certificates in AWS Cloud Technical Essentials and Microsoft Excel
- Strategic thinker with a strong set of communication and problem-solving skills
- Ability to thrive in a performance-based culture
- Worked with AWS resources such as Amazon S3, EC2, and RDS
- Working on IBM Data Analyst Professional Certificate
- Able to deliver quality results while maintaining strong attention to detail

## EXPERIENCE

- **SUPPORT SPECIALIST** Velocitor Solutions  
Charlotte

November 2023 - Present

  - Work to resolve customer issues with our products and or software using remote web pages.
  - Collaborated with other departments to resolve escalated customer inquiries efficiently.
  - Maximized positive outcomes through effective issue-resolution techniques.
  - Resolve issues promptly over the phone and email.
  - Created detailed reports outlining the status of each technical issue reported by customers.
- **FLOOR MANAGER** Nonas Italian Restaurant  
Concord

October 2021 - November 2023

  - Team leader in charge of training and motivating new employees.
  - Anticipate customer needs and adapt to a fast-paced service environment.
  - Excel in communication among guests and team members, acting as a leader to promote a successful and profitable work environment.

## EDUCATION

- **B.S. IN COMPUTER SCIENCE IN SOFTWARE, SYSTEMS, AND NETWORKS**  
UNC Charlotte

December 2022

- **A.S. IN COMPUTER SCIENCE**  
Rowan Cabarrus Community College

May 2020

- **COMPLETED COURSEWORK TOWARDS AWS CLOUD TECHNICAL ESSENTIALS**
- **COMPLETED COURSEWORK TOWARDS MS EXCEL**
- **COMPLETED COURSEWORK TOWARDS CURRENTLY WORKING ON IBM DATA ANALYST PROFESSIONAL**