

Sammatha Adams

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WORK EXPERIENCE

Helpdesk Analyst – Dental Smiles of Stockbridge, Stockbridge, GA

July 2023 – Present

- Managed full user account lifecycle within a Windows environment using Active Directory (AD).
- Performed high-volume password resets and resolved account lockouts using ADUC.
- Administered user permissions through Active Directory security groups and distribution lists.
- Logged, categorized, and tracked incidents in ServiceNow while meeting SLA targets.
- Resolved Windows OS, authentication, connectivity, printing, and application issues.
- Provisioned hardware and software through ServiceNow service catalog requests.
- Escalated complex infrastructure issues to Tier 2/3 support teams.
- Authored and maintained ServiceNow knowledge base documentation.
- Delivered remote support using RDP and TeamViewer, improving first-call resolution.
- Provided Tier 1/2 support for 100+ end users with a 90%+ resolution rate.

SKILLS

Tools: Office 365, Active Directory, TeamViewer, Nmap, Netcat

Server Administration: Windows Server

Operating Systems: Windows, macOS, Windows Server

Ticketing Systems: ServiceNow

CERTIFICATIONS

CompTIA Security+

EDUCATION

High School Diploma