Van Adams

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Professional Summary

IT Specialist with 7+ years of experience in hardware support and 2 years of experience in cloud migrations, and remote troubleshooting. Skilled in Microsoft Azure, Windows 365, Active Directory, and endpoint management. Experienced in supporting enterprise environments and high-level clients with both on-site and remote solutions.

Technical Skills

Cloud & Infrastructure: Microsoft Azure, Azure AD, Active Directory, Intune, Group Policy, Windows Server 2016, Windows 365 / Virtual Desktop Support
System Administration: SCCM, VDI/Data Migration, Endpoint Security, Windows 10/11, Citrix, VMware Horizon
IT Support: Remote IT Support, Ticketing Systems (ManageEngine), Hardware Repair, Network Cabling (CAT6), Customer Training, Inventory Management, Microsoft Azure Fundamentals: Cloud Computing, Azure Management Tools (Percipio), PC & Mobile Hardware Repair

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Professional Experience

Windows 365 Migration Specialist (Contract)| Robert Half | Remote
Aug 2024 – Apr 2025
• Managed Active Directory accounts, permissions, and group policies for 150+ users, achieving 100% migration success with zero downtime.
• Configured and maintained Windows 365 virtual desktops and cloud infrastructure, supporting over 95% of endpoints remotely.
• Assisted with Azure AD, Exchange Online, and endpoint management, resolving 98% of tickets within SLA.
• Performed system administration, patching, and troubleshooting, reducing recurring issues by 30%.

Epic Application Support / IT Project Associate (Contract)| Wellstar Health System | Various Sites
Feb 2024 – Apr 2024
• Provided Tier 2 support for Epic EHR systems, resolving software and application issues.
• Managed clinical workstation hardware lifecycle, including diagnostics, upgrades, and preventive maintenance.
• Installed, configured, and repaired desktops, Workstations on Wheels (WOWs), and peripheral devices.
• Collaborated with IT and clinical teams to resolve escalated tickets efficiently.

Field Service Technician III | HP Inc. (Contract)| Atlanta, GA
Mar 2023 – Dec 2023
• Repaired and maintained HP-branded printers and enterprise hardware for high-level clients.
• Assisted executives and enterprise users with technical issues, ensuring prompt resolution.
• Maintained service documentation and consistently met SLA requirements.
• Achieved a 98% first-time fix rate, demonstrating strong troubleshooting and problem-solving skills.

Computer Hardware Technician (Contract)| Fulton County Schools | GA
Aug 2022 – Mar 2023
• Supported 500+ staff and student devices, performing Active Directory administration.
• Conducted system imaging, workstation setup, and patch management across 20+ schools.
• Assisted with LAN/WAN network troubleshooting and endpoint support.

Hardware Imaging Technician (Contract)| Ebyrit | Cobb County, GA
June 2021 - August 2021
• Configured and deployed 40,000 devices using Dell Autopilot for educational software rollout.
• Prepared Chromebooks, Dell devices, and tablets for classroom use.
• Assisted with troubleshooting hardware and software issues during deployment.

Computer Repair Technician | Computers R Us | Kennesaw, GA
Sep 2020 – Jun 2021
• Diagnosed and repaired Windows, Mac, and gaming systems, ensuring a 95%+ successful repair rate.
• Built and configured custom PCs to meet client specifications for gaming, business, and home use.
• Performed hardware replacements including motherboards, hard drives, memory, and power supplies.
• Installed and configured operating systems, software, and security tools for optimized performance.

Independent IT & Mobile Device Repair Technician | Self-Employed | Quitman, GA
 2015 – 2020
• Repaired and refurbished smartphones (iPhone and Samsung/Android), including LCD replacements, battery swaps, and minor soldering repairs.
• Performed motherboard-level diagnostics and component replacement.
• Provided at-home computer repair services including hardware upgrades, OS installations, malware removal, and software troubleshooting.
• Built and configured custom PCs for gaming and small business clients.
• Assisted with networking setup (wired/wireless) and device configuration for home and small business users.(IP Cameras.)

Education

Associate of Science in Computer Support | *Columbus Technical College | 2017–2019*
High School Diploma | *Brooks County High School | 2015*

Certifications / Training

Microsoft Azure Fundamentals: Cloud Computing — Completed May 1, 2025 (Percipio)
Microsoft Azure Fundamentals: Azure Management Tools — Completed May 2, 2025 (Percipio)