

VANTREZ ADAMS

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GitHub: <https://vantrezadams.github.io/a-quick-portfolio/>

Open to Relocation and Remote Opportunities

PROFESSIONAL SUMMARY

IT Specialist with 7+ years of experience in hardware/software support, user account management, imaging, and device deployment. Skilled in tools like Active Directory, SCCM, Azure, and ManageEngine, with a growing focus on cloud technologies. Strong communicator and quick problem-solver, experienced in supporting over 200+ users across enterprise and healthcare environments. Currently transitioning into cloud infrastructure and support engineering roles.

CORE COMPETENCIES

- Hardware & Software Troubleshooting
 - Azure & Windows 365
 - SCCM, Active Directory
 - End-User Device Management
 - Ticketing Systems & Telephony Setup
 - MDM, Apple Support
 - Deployment & Imaging
 - Customer-Facing Support
 - Inventory Tracking
 - Windows 10 & 11
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PROFESSIONAL EXPERIENCE

Robert Half – Data Migration Specialist

Atlanta, GA | Aug 2024 – Apr 2025

- Delivered Tier 1 & 2 support for 40+ users using ManageEngine Service Desk.
- Migrated 300+ user profiles from Horizon VMware to Windows 365/11.
- Used Dell Autopilot, SCCM, and Azure to deploy systems and apps across business units.
- Diagnosed hardware/software issues within Microsoft cloud environments.
- Maintained and deployed ready-to-use equipment from home-based inventory.

Wellstar Health System – Installation Specialist

Various Sites, GA | Feb 2024 – Apr 2024

- Imaged and deployed 60+ computers using SCCM for healthcare departments.
- Configured telephony systems, activated ports, and set up Epic-integrated printers.
- Managed AD accounts and permissions for 50+ healthcare staff.

HP – Field Service Technician III

Atlanta, GA | Mar 2023 – Dec 2023

- Repaired and installed servers, laptops, and hardware at 30+ client sites.
- Used Dynamics 365 to log service calls and resolve escalated network/software issues.
- Maintained service logs, customer satisfaction, and mobile inventory.

Fulton County Schools – Computer Hardware Technician

Atlanta, GA | Aug 2022 – Mar 2023

- Supported 200+ student and faculty devices using SCCM and MDM tools.
 - Repaired and deployed laptops, desktops, and accessories.
 - Managed AD accounts and documented asset movements and maintenance logs.
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EARLIER CUSTOMER-FACING EXPERIENCE

- Panera Bread – Production Crew Member | Valdosta, GA | Mar 2018 – Nov 2019
- Publix – Grocery Clerk | Valdosta, GA | Dec 2017 – Dec 2018
- Chick-fil-A – Associate | Valdosta, GA | Jan 2017 – June 2017
- Wild Adventures Theme Park – Merchandiser | Valdosta, GA | Jan 2015 – June 2015
- DIRECTV – Customer Service Representative | Remote | June 2015 – Dec 2015

Delivered excellent customer service, handled fast-paced work environments, and developed strong communication and teamwork skills.

EDUCATION

Columbus Technical College – Associate's Degree, Computer Support Specialist (2019)

CERTIFICATIONS

- Microsoft Azure Fundamentals (AZ-900) – Scheduled July 2025
- AWS Cloud Practitioner – (Scheduled for 2025)