

VanTrez Adams

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Professional Summary

IT Specialist with a strong background in computer hardware/software installation, telephony support, and end-user device management. Experienced in troubleshooting complex issues, asset tracking, and acting as a centralized point of contact for support. Proficient with tools like Active Directory, SCCM, Azure, and ManageEngine. Known for managing support for 40+ users, resolving technical issues efficiently, and supporting home-based deployable inventory.

Core Competencies

Hardware & Software Troubleshooting | Telephony Support | End-User Device Management | Inventory & Asset Tracking | Ticket Escalation | Active Directory | SCCM | Microsoft Azure | Imaging & Deployment | Customer Service | Windows 10 & 11 Remote Support | MDM | Apple Support

Professional Experience

Robert Half – Data Migration Specialist

Atlanta, GA | Aug 2024 – April 2025

- Provided Tier 1 and Tier 2 support for 40+ users, managing help-desk tickets via ManageEngine Service Desk.
- Used Dell Autopilot, SCCM and Azure to deploy images and applications to users in multiple Bu's.
- Configured laptops, docking stations, and monitors; maintained a ready-to-deploy inventory at home.
- Diagnosed and resolved software/hardware issues using Microsoft Azure and Windows 365/Windows 10 environments.
- Escalated advanced technical requests to specialized IT teams and ensured follow-through to resolution.
- Migrated over 300+ users accounts and data from Horizon VMware/ Windows 10 to Windows 365/ 11.

Wellstar Health System – Installation Specialist

GA | Feb 2024 – Apr 2024

- Imaged and deployed over 60 computers across departments to ensure uniform software environments using Microsoft System Center Configuration Manager.
- Activated network ports and configured telephony equipment for hospital IT infrastructure.
- Used Active Directory for account setup and access permissions for 50+ healthcare staff.
- Installed and tested Epic-integrated specimen printers for medical and diagnostic workflows.

HP – Field Service Technician III

Atlanta, GA | Mar 2023 – Dec 2023

- Performed on-site repair and installation for hardware, servers, and peripherals for 30+ business clients.
- Managed service schedules and customer escalations, using Dynamics 365 to document service calls.
- Resolved advanced network and software compatibility issues in field environments.
- Maintained full-service documentation and inventory control for regional field operations.

Fulton County Schools – Computer Hardware Technician

GA | Aug 2022 – Mar 2023

- Supported over 200+ student/staff devices using SCCM and MDM tools for remote application deployment.
- Troubleshoot and repaired laptops, desktops, and peripheral devices; managed student AD accounts.
- Performed regular hardware maintenance and documented all inventory movement and updates.

Education

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