

# ADAM DESI

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**Address :** Georgetown, KY 40324

**Phone :** 859-556-0309

**Email :** gjadesi@gmail.com

[www.linkedin.com/in/adam-desi/](http://www.linkedin.com/in/adam-desi/)

## PROFESSIONAL SUMMARY

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Experienced IT Professional seeking to drive successful business solutions. Skilled at building rapport with individuals of all levels. Vast knowledge of technology and analytics. Excellent understanding of business operations and analytics tools for effective analyses of data. Team player who is flexible, reliable and adaptable to fast paced and dynamic environments.

## WORK HISTORY

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### **IT Help Desk Analyst, Team Lead, 12/2018 to Current** **Tempur Sealy International Inc., Lexington, KY**

- Lead a team of Tier 1 & Tier 2 IT professionals
- Improve service delivery, call volumes, and set task priorities
- Analyze call and task data to create data sources
- Build reports and dashboards
- Provide coaching
- Design, implement, and support core technologies and processes that support business goals
- Provides location specific guidance and direction for task completion

### **Advanced IT Help Desk Technician, 10/2012 to 12/2018** **Tempur Sealy International Inc., Lexington, Ky**

- Install software, modify and repair hardware and resolve technical issues
- Manage call flow and respond to technical support needs of customers
- Provide IT support to non-technical personnel within the business
- Demonstrate professionalism and courtesy with customers at all times
- Conduct research as needed to address customer concerns
- Identify and solve technical issues with a variety of diagnostic tools
- Deploy/Manage print solutions for 30+ locations
- Provide call and ticket statistics
- Create / manage workflow's

## EDUCATION

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**Associate of Science, Computer Science, 2011**

## SKILLS

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- Data analysis and interpretation
- Report writing
- Customer Service expert
- Fast learner
- Call Center Operations
- Self-starter
- Team leadership
- Creative problem solving
- Excellent written and verbal communication skills

## **CERTIFICATIONS AND AFFILIATIONS**

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Member, Lexington Power BI User Group, 2019 to Current  
HDI and ITIL Foundation certified