

ADAM S. MARTIN



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PROFILE

- ◆ Proficient, versatile, certified IT professional offering skillful support services, including installation and maintenance of operating systems, applications, local area networks, and computer hardware.
- ◆ Experienced troubleshooter practiced in analytical problem detection, diagnosis, and resolution.
- ◆ Courteous support specialist skilled in effective customer service techniques.
- ◆ Goal-driven performer and fast learner who works hard and loves a challenge.

TECHNICAL PROFICIENCY

Operating Systems	Applications	Skills
<ul style="list-style-type: none">◆ Windows Vista◆ Windows XP◆ Windows 2000◆ Windows 9x/NT	<ul style="list-style-type: none">◆ Microsoft Office XP/2007◆ Macromedia Fireworks, Dreamweaver CS3◆ SQL Server 2005◆ Visual Studio 2005	<ul style="list-style-type: none">◆ Phone and Deskside User Support◆ PC/LAN Troubleshooting◆ OS Installation/Configuration◆ Network Administration◆ Visual Basic 2005

EDUCATION

Bachelor of Business Administration in eBusiness Technology (MIS)

Stetson University, DeLand, FL, May 2006

Overall GPA: 3.89

EXPERIENCE

On-Site IT Support Technician

Self-Employed, DeLand, FL

August 2004 - Present

- ◆ Provide on-site IT support for consumers and small business clients.
- ◆ Successfully deliver hardware and software diagnosis, repairs, upgrades, and phone support.
- ◆ Design, install, and configure Windows XP/2000-based systems.
- ◆ Perform installation and troubleshooting for LANs, systems, applications, and peripherals.
- ◆ Advise clients regarding new hardware and software purchases.

Technology Support Technician

Emporia Farms, Pierson, FL

May 1999 - August 2004

- ◆ Provided network users with phone and deskside technical support and problem resolution.
- ◆ Oversaw design, configuration, and administration of local area network.
- ◆ Analyzed user and company needs and designed appropriate computer systems.
- ◆ Designed and maintained company websites using FrontPage, Dreamweaver, and Fireworks.
- ◆ Developed applications to facilitate business functions, including order entry, invoicing, and sales reporting.

AWARDS / HONORS



- ◆ Member, Beta Gamma Sigma, Honorary Business Fraternity
- ◆ Stetson University's Chris Davies Merit Award
- ◆ Business School Foundation Merit Award For Computer Information Systems