

**Susan Adam**  
adamsusa@emporia.edu  
908 Pheasant Ridge  
Emporia, Kansas 66801

Home: (620) 342-9086

Work: (620) 341-6363

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**Objective:**

IT Professional for support of software applications, hardware, and network connectivity. I am interested in web applications and database administration.

**Employment:**

*Emporia State University*  
Emporia, Kansas

December 1998 – present

Computer Coordinator, Computer Technician, and Instructor –

Setup and maintain approximately 180 computers for the Mathematics Department.  
Provide quality instruction for students in Elementary, Intermediate, and College Algebra.  
Handle administrative tasks associated with the algebra courses and vendor software.

Customer Services Coordinator –

Provide support for pc software, hardware, and network connectivity.  
Supervise Help Desk and computer lab personnel.  
Setup and maintain Windows NT server.  
Setup and maintain web-based Help Desk Tracking System.  
Computer training for employees & students of Emporia State.  
Develop and maintain department web site.  
Manage campus lab.  
Provide information about IT to administration & faculty.  
Decision maker for IT Strategic Planning.

*Wolf Creek Nuclear Operating Corporation*  
Burlington, Kansas

June 1990 – December 1998

Certified Netware Administrator – Provided support for network connectivity, setup of user IDs and rights to the network.

Mail Administrator – maintained Microsoft Mail system.

CAD Administrator – setup CAD Workflow system using Oracle.

Customer Service/Desktop Application Support – Provided all aspects of support over the phone and in person to employees of Wolf Creek.

Computer training in Microsoft Word and PC Basics

Software Development – Fortran programming and scripting using vendor supplied language.

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**Employment (cont.):**

*Osage City High School* August 1986 – May 1990  
Osage City, Kansas

Teacher – Computer Science, Chemistry

*Hartford High School* August 1984 – May 1986  
Hartford, Kansas

Teacher – Mathematics, Computer Science

**Education:**

Emporia State University Bachelor of Science in Education 1982  
Bachelor of Science in Computer Science 2004

**Proficiencies:**

C++, Visual Basic, ASP, VBScript, JavaScript, HTML, Web Services,  
Microsoft Office Professional (Word, Excel, PowerPoint, Access), Novell  
Netware, Windows & Unix Operating Systems, Oracle & SQL.

**Leadership & Service:**

*Phi Kappa Phi*

*KME*

*Sonia Kovalevsky Day* – workshop instructor in computer science for high  
school aged girls

*Expanding Your Horizons* – workshop instructor in computer science for  
middle/junior high aged girls

**Reference:**

Dr. Larry Scott, Chair of Mathematics & Computer Science, (620) 341-5633

Dr. William Simpson, Professor of Computer Science, (620) 341-5641

Dr. Chuck Pheatt, Professor of Computer Science, (620) 341-5637