

Susan Adam
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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 Beginning, Intermediate, and College Algebra.

Handle administrative tasks associated with the algebra courses and vendor software.

Customer Services Coordinator – 5 years

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.