

ADAM L. GRIFFITH

280 Bridgewater Rd. Apt. B6

Brookhaven, PA 19015-2117

Ph. 610-800-8537

Email: adamgriffith280@gmail.com

LinkedIn: www.linkedin.com/in/adam-griffith-51a402180

ePortfolio: <https://sites.psu.edu/alg6426/>

OBJECTIVE

Certified Customer Service Representative with 3+ years of experience seeking entry level IT Help Desk customer service position. Certified PC Pro, Network Pro, and Server Pro 2016, A+ certification.

EDUCATION

Bachelor of Science, Pennsylvania State University

August 25, 2025 – anticipated August 2028

- Major: Information Sciences and Technology; Concentration: Design and Development

Associate of Science, Pennsylvania State University

January 9, 2023 – August 16, 2025

- Major: Information Sciences and Technology; Concentration: Networking
- GPA: 4.0, Dean's List 2023, 2024
- Graduated Summa Cum Laude

Relevant Courses: PC Hardware, Network Essentials, Introduction to Computer Science and Information Technologies, Platforms and Network Technologies, System Administration and Maintenance, Computer Programming, Organization of Data, Elementary Statistics, English Composition I and II, Techniques of Calculus, 21st Century Skill: Critical Thinking and Problem-Solving, Network Administration, Introduction to Web Design and Development, Effective Speech, Introduction to Systems Analysis and Design, Effective Writing: Technical Writing

EXPERIENCE

Application Support Specialist

June 2024

Follett Software (remote)

- Helped callers troubleshoot Library Management System using Salesforce
- Guided callers with setting up administrative and user accounts with appropriate permission levels
- Aided librarians with inventory management at the end of the school year
- Facilitated server management for in-house and external servers for IT departments at school and community libraries

Operations IT Intern for IT Project Manager

January - April 2024

Susan G. Komen Foundation (remote)

- Analyzed fundraising application data to identify usage trends utilizing Pivot tables and charts in Excel
- Aggregated Chat Support data for product analysis
- Provided quality assurance testing on new Event websites
- Categorized, organized, edited, and updated 140,000 constituent database records for data cleanup
- Reviewed and updated Internal Reference Guides with relevant links
- Reviewed Support Request tracking process in Asana
- Compared Asana and JIRA Project Management software to evaluate usage by Komen and identify improved efficiencies

- Created and presented sample Microsoft Project utilizing dependent task, resource planning, and calendar set-up functionality

Project Manager, Systems Analyst

August 2024

Introduction to Systems Analysis and Design class, Penn State University

- Created project report for and logically designed a new information system for a company that provides a Learning Management System
- Scheduled meetings, organized format and citation, and facilitated communication between team members
- Designated sections of project to team members and reviewed them for accuracy

Team Lead

December 2023

Seminar in IST class, Penn State University

- Organized format, citation, and scheduling of all assignments for Information Sciences and Technology Introductory course
- Facilitated communication between team members

Project Manager, Team Lead

May 2023

Organization of Data Class, Penn State University

- Created business proposal for video streaming company to move all data from previous store locations to online format
- Created database using business intelligence to store all previous relevant data and increasing customer satisfaction

VOLUNTEER EXPERIENCE

Senior Outreach for Telephone Reassurance Program

December 2020 – September 2021

Family Services of Montgomery County, Eagleville, PA 19403

- Assessed needs of elderly clients via telephone outreach
- Ensured clients were eating and did not lack anything in collaboration with the head of department
- Compiled weekly updates of clients' status and completed monthly reports

OTHER EXPERIENCE

Pharmacy Technician (2007), Operator/Dispatcher (2006-2007), Store Manager (2005-2006), Customer Service Leader (1999-2000), Cashier/Cook (1997)

CERTIFICATIONS

TestOut, Server Pro 2016: Install and Storage

April 2024

Comp TIA A+

January 2024

TestOut, Network Pro

December 2023

TestOut, PC Pro

December 2023

SKILLS AND ABILITIES

- Eclipse IDE (Integrated Development Environment)
- Python, Java, and SQL Programming Languages
- Microsoft Office 365: Word, Excel, Outlook, PowerPoint, Project, Visio, SharePoint, Azure
- Windows Server 2012/2016/2019, Windows 10/11
- MacOS, iOS
- Linux
- MS SQL Server

- Network Administration
- PC Hardware
- Problem Solving
- Conflict Resolution
- MS Visual Studio Code
- Minitab Statistical Software
- Skype, Zoom, MS Teams
- JIRA, Asana, Salesforce
- HTML, CSS, JavaScript
- Typing speed: 60 wpm

PROFESSIONAL ASSOCIATIONS

- Institute of Electrical and Electronics Engineers (IEEE), 2025, member
- The National Society for Leadership and Success, 2024 – present, member