

Adam G. Lowe

E-mail: AdamGabeLowe@gmail.com

Web: AdamLowe.name

Formal Education

Assistant Teacher Certificate in Early Childhood Education, American River College, Sacramento, CA 2007
Final project on the effect on children of new media: internet, gaming, etc. Completed classes with a 4.0 GPA.

Associates in Applied Science in Computer Technology, Heald College, Rancho Cordova, CA 2003
Selected among graduating class to present my graduation project on super computing clusters to the deans. Returned as alumni to speak to new students about the state of the tech industry and the value of education.

Certification and Training

- Apple Certified Help Desk Specialist (ACHDS) for Mac OS X 10.4 Tiger
- Apple Certified Support Professional (ACSP) for Mac OS X 10.5 Leopard
- Apple Certified Support Professional (ACSP) for Mac OS X 10.6 Snow Leopard
- Apple Certified Associate - Mac Integration 10.6 Snow Leopard
- Apple Certified Associate - Mac Integration 10.7 Lion
- CompTIA A+ Certified Professional
- CompTIA Network+ Certified Professional
- CompTIA Server+ Certified Professional
- Microsoft Certified Professional (MCP): Supporting Users and Troubleshooting a Microsoft Windows XP Operating System
- Microsoft Certified Technology Specialist (MCTS): Windows 7, Configuration
- Microsoft Certified Technology Specialist (MCTS): Windows Server 2008 Active Directory, Configuring (*in progress*)

Relevant Experience

Technology Specialist, Lighthouse Information Systems 2009 to 2011
Supported technology for businesses with a national presence. Provided highly individualized service to clients. Consistently recognized for work ethic, reliability, and effective and efficient communication skills. Primarily provided support to local site for global client and was tasked with high priority projects and responsibilities: managed two technicians, responsible for all wireless internet devices, nearly exclusively trusted with working on high priority workstations for executives, took initiative to increase collaboration with knowledge base team, assisted in developing onboarding process for new hires, developed and implemented an IT new hire orientation, assisted in establishing various standards within the IT department, established process for loaning and tracking equipment, initiated and planned a full site audit of workstations, planned and implemented reconfiguration of print server and all workstations to save on ink and paper as part of "going green", and planned rollouts of new software and upgrades. Extensive experience in a mixed platform environment, supporting Macintosh workstations, Windows XP and 7 workstations, BlackBerry devices, iPhones, and iPads.

Director of Operations, ePC Computer Solutions 2008 to 2009
Pivotal point of contact for several corporate accounts. Excellent buffer between IT staff. Responsibilities with directing in-shop technicians and providing ongoing training. Frequently called upon for customer service and conflict resolution. Responsible for updating web content for small and medium size businesses. Consulted on SEO and SMO. Document and form creation including proposals, client agreements, customer surveys, job applications, and reports. Developed company branded homepage to be deployed on outgoing computers, which contained a custom Google search and integrated Twitter feed with company news and offerings. Developed online customer survey using PHP. Became the "go-to guy" for all Macintosh and iPhone technical support. Developed and designed Craigslist advertising campaign.

Technology Technician, Eureka Union School District 2006 to 2008
Managed school-wide technology resources for nearly 600 users in a mixed platform environment. Administered seven distinct servers running Windows Server 2003 and Mac OS X Server 10.3 and 10.5. Moderate use of PowerSchool. Deployed dozens of software titles and introduced free open source software. Started student tech team. Played a support role in the instruction of computers to students and training to staff.

Volunteer, Sacramento Children's Home 2006 to 2007
Spent three hours once a week with children ages six to twelve. Played games, helped with homework, read bedtime stories, and just being a good listener. Specialized in making origami and paper airplanes. Donated and setup G3 iMac with Oregon Trail, Math Blaster, SimCity 2000, and Microsoft Office.

System Administrator, Terra Investment Management 2006
Webmaster, Learning Disabilities Association of California 2003 to 2004
Computer Technician, Foothill Indian Education Alliance 2002 to 2003
Computer Technician, Oak Ridge High School 1999 to 2001