

STEPHEN ADAMS

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INFORMATION TECHNOLOGY PROFESSIONAL

AUTOMATION | INFRASTRUCTURE | KNOWLEDGE MANAGEMENT | SERVICE DELIVERY

Summary of Qualifications

- **IT Professional with over 7 years of experience** engineering internal systems, automating workflows, and enhancing documentation to improve service efficiency.
- **Analytical, detail-oriented IT Subject Matter Expert and Problem Solver** who leverages data intelligence and root cause analysis to build innovative, sustainable solutions to complex technical challenges.
- **Outgoing, team-focused collaborator with strong communication skills** and a proven ability to lead cross-functional teams; currently seeking to return to hands-on IT work to directly contribute and deepen technical expertise.

Areas of Expertise

IT Support & Systems: Mac & Windows Support | Hardware & Software Management | Endpoint Configuration & Troubleshooting | IT Documentation & Knowledge Management

Tools & Platforms: Jamf | Okta | Google Workspace | Jira | Confluence | Workday | Freshservice | Zoom | Slack

Process & Operations: Scripting & Automation | IT Service Delivery | Onboarding & Offboarding | Ticketing Systems & SLA Management | Workflow Automation | IT Process Improvement

Communication & Analysis: Root Cause Analysis | KPIs & Reporting | Technical Writing (Internal & External) | Written & Verbal Communication

Professional Experience

CORPORATE IT ADMINISTRATOR | May 2025 – Present

Campus | Atlanta, GA

- Supports the design and deployment of networking infrastructure (switches, APs, and firewalls) for a new 150+ person office, ensuring seamless connectivity and scalability.
- Designs and automates backend IT workflows and automations across Okta, Google Workspace, Salesforce, and Zendesk to streamline identity management and user provisioning, while providing onsite technical support to corporate staff.
- Administers A/V infrastructure and live event production for executive town halls, press events, and all-hands meetings, ensuring reliable, high-quality experiences for internal and media audiences.

IT OPERATIONS - MANAGER | Mar 2022 – Dec 2024

Opendoor | Remote

- Led a team of technologists across the US, Canada, and India to optimize internal IT operations in the areas of onboarding, offboarding, and user provisioning processes for thousands of global employees.
 - Enhanced first-day hardware delivery rates from 82% to 100% through process redesign and vendor coordination.
 - Standardized onboarding documentation in the company intranet to improve new hire self-service and internal IT workflows.
- Developed an enterprise-wide troubleshooting enablement program that reduced ticket resolution time and improved user satisfaction.
 - Built and maintained an external-facing IT knowledge base for 4,000+ Okta users; ensured accurate, up-to-date documentation across platforms.

- ※ Designed and implemented an AI-powered chatbot that helped users self-resolve common IT issues, reducing live ticket resolution time from 2–5 hours to 1 hour and increasing satisfaction from 43% to 73%.
- Led IT integration efforts during three company acquisitions, ranging from 20 to 150 employees.
 - ※ Completed full onboarding of 20 acquired employees over a single weekend, ensuring seamless Day 1 access to systems and hardware.
- Created and implemented onboarding performance KPIs by surveying new hires and analyzing trends in access delays.
 - ※ Raised Day 1 systems access and IT operability from 75% to 98% across the company.
- Built the IT Employee Lifecycle Team from the ground up to address growing support demand; team expansion and process success led to rapid promotion to Manager of IT Operations.
- Temporarily assumed Director of IT responsibilities during a two-month sabbatical, maintaining full service levels and team operations across global time zones (U.S. and India).

JUNIOR IT TECHNICIAN | Jun 2021 – Mar 2022

Opendoor | Remote

- Fully overhauled the structure, content, and style of 400+ internal IT documentation items within 3 months, significantly improving team workflows and reducing resolution times.
- Acted as documentation owner for the IT services team, maintaining accuracy, usability, and alignment with evolving tools and processes.
- Resolved over 3,000 IT support tickets in six months, consistently averaging a resolution time under 5 hours.
- Recognized for outstanding documentation and support performance; promoted into a leadership role overseeing onboarding and offboarding processes.

TECHNOLOGY & MERCHANDISING PRO | Aug 2015 – Jul 2021

Apple | Dunwoody, GA

- Managed all technical displays, device setups, and in-store configurations for Mac, iPhone, iPad, and Apple Watch product lines.
- Provided hands-on troubleshooting and hardware repair support for customer and demo devices in a high-volume retail environment.
- Supported launch execution by configuring store systems, preparing staff, and maintaining compliance with strict rollout timelines.
- Led a 20-person merchandising team in daily store operations and new product implementations; contributed to onboarding and professional development for over 100 team members.
- Recognized twice as a top global mentor and consistently received the highest peer feedback scores in the store.

Key Projects

- Developed workflow automations in Okta Workflows and Google Apps Script to optimize identity lifecycle management, cutting provisioning time by 40%.
- Configured network and A/V infrastructure supporting 150+ users during office expansion.
- Designed and implemented an overhaul of a Fortune 500 company's Knowledge Base, including the structure, content, and style of over 400 internal IT documentation items across IT Support and IT Engineering.

Certifications

Apple Certified Mac Technician (ACMT)

Apple Certified iOS Technician (ACiT)

Education

Bachelor of Arts in English & Creative Writing | Georgia State University | Atlanta, GA