

Adam deMont

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Professional Summary

Senior IT support professional with over 10 years of experience keeping users, systems, and devices running smoothly across Windows, macOS, and mobile platforms. Skilled in managing Microsoft 365 services including Entra ID, Intune, SharePoint, Teams, and Exchange. Experienced in automating routine tasks, improving deployment processes, and solving complex issues that impact daily operations. Known for practical problem-solving, clear communication, and reliable support across multiple environments.

Experience

Information Technology Support Specialist | Express Network | July 2025 – Present

- Supports in-office and remote employees by maintaining devices, applications, networking, and data.
- Enforces MFA and manages Microsoft 365 accounts for 200+ users, improving security and compliance.
- Identifies cybersecurity gaps and implements measures, reducing potential threats and vulnerabilities.
- Upgraded 60+ desktops and laptops to Windows 11 using custom task sequences to reduce downtime.
- Replaced DIY cloud printers with Canon mobile printers, improving printing reliability for 100+ users.
- Converted misconfigured mailboxes to shared mailboxes, freeing up licenses and reducing expenses.

Information Technology Support Consultant | ForTechSupport LLC | Jan 2022 – July 2025

- Assisted clients with Microsoft 365, Entra ID, Teams, and SharePoint account management.
- Maintained client endpoints, applying updates and patches to prevent technical disruptions.
- Developed websites and digital signage solutions to improve communications and workflow.
- Created Power Automate workflows to streamline client processes and reduce manual tasks.
- Trained clients on tools and best practices to improve productivity and reduce support needs.

End User Technology Engineer | Unibail-Rodamco-Westfield | Oct 2023 – June 2024

- Automated device enrollment and app deployments via Intune and JAMF Zero-Touch.
- Managed incidents, service requests, and change records in ServiceNow and Jira.
- Provided escalation support for complex IT issues beyond service desk resolution.
- Assisted Microsoft Surface upgrades to Windows 11 with advanced security settings.
- Supported IT setup for temporary workspaces and office construction projects rapidly.

Support Engineer | Analysis Group | July 2019 – Jan 2022

- Supported IT operations across offices, resolving hardware, software, and network issues.
- Configured desktops, laptops, and virtual machines for onboarding, replacements, and upgrades.
- Applied encryption and access controls to protect company and client data across systems.
- Executed large-scale, secure file transfers using SFTP, ShareFile, and client portals.
- Maintained conference room AV and collaboration technology for client presentations.

IT Support Associate | Independent Electric Supply | Aug 2018 – July 2019

- Provided on-site and remote IT support across multiple offices, handling issues for employees.
- Managed Altiris deployments to maintain consistent OS images and applications across all devices.
- Maintained office and warehouse printers using Printer Logic, ensuring reliable daily operations.
- Migrated users from Mozy Backup to OneDrive, centralizing data and enhancing company security.
- Administered Verizon Wireless accounts for staff smartphones and tablets to maintain connectivity.

Technical Support Specialist | Peterson Sullivan LLP | July 2017 – July 2018

- Provided employees with IT support for hardware, software, and network issues.
- Configured and maintained printers using office maps and Printer Logic for installations.
- Programmed electronic access cards to maintain secure building entry for employees.
- Upgraded 200+ employee laptops to Windows 10 and standardized workstation setups.
- Streamlined loaner equipment requests using Microsoft Flow for faster turnaround.

Technical Support Specialist | First Realty Management | April 2015 – April 2017

- Delivered sole IT support for 200+ employees across multiple offices and properties.
- Managed Active Directory user accounts, groups, and devices for system accuracy.
- Provided onboarding and direct training for software and hardware usage.
- Performed regular backups using Symantec Backup Exec to protect critical data.
- Coordinated vendors and service providers to maintain IT infrastructure uptime.

Certifications

- ITIL 4 Foundation - June 2022
- CompTIA A+ ce - August 2020
- ISC2 Certified in Cybersecurity - October 2023
- Microsoft Security, Compliance, and Identity Fundamentals - April 2022
- Microsoft 365 Fundamentals - April 2022
- Microsoft Azure Fundamentals - March 2022
- Microsoft Teams Administrator Associate - April 2022
- Power Platform Fundamentals - April 2022
- JAMF Certified Associate - June 2022

Education

Bachelor of Arts in Film, Minor in Mass Communications
University of Central Florida - May 2010

Awards

Silver Key Award - Home Office Employee of the Year
First Realty Management Corporation - 2015

Technical Skills

- IT Service Management
- Microsoft 365 Administration
- Identity & Access Management
- Email Administration
- Endpoint Management
- IT Asset Management
- PowerShell and Bash Scripting
- Cybersecurity Awareness

Soft Skills

- Customer Service
- Troubleshooting
- Analytical Thinking
- Process Improvement
- Adaptable
- Collaborative
- Initiative-taking
- Multitasking
- Mindfulness