

Adam deMont

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Experience

Information Technology Support Consultant, ForTechSupport LLC, January 2022 – Present

- Automated mobile device enrollment with Intune Autopilot and JAMF Zero-Touch.
- Implemented remote monitoring systems to detect and resolve IT issues proactively.
- Built interactive dashboards to visualize system performance and incident trends.
- Coordinated vendor partnerships to ensure timely hardware and software upgrades.
- Conducted comprehensive user training sessions on new IT tools and cybersecurity.
- Developed digital signage displays for real-time logistics and schedule updates.
- Designed and launched small business websites to enhance local online presence.

End User Technology Engineer, Unibail-Rodamco-Westfield, October 2023 – June 2024

- Served as an escalation point for the problems the service desk was unable to resolve.
- Managed incidents, problems, requests, changes, and knowledge via ServiceNow.
- Contributed to tasks related to office construction and temporary workspaces.
- Automated device enrollments using Intune Autopilot and JAMF Zero-Touch.
- Created and deployed apps and printers via Intune Portal and JAMF Self Service.
- Assisted in multi-phase upgrades of Microsoft Surface devices to Windows 11.
- Enabled LSA Protection and configured event forwarding for Windows devices.

Support Engineer, Analysis Group, July 2019 – January 2022

- Collaborated with a team to support over 1,100 employees across multiple offices.
- Ranked among the top support engineers for highest average ticket resolutions.
- Maintained uninterrupted support by covering the queue outside of normal hours.
- Imaged computers and VMs with Windows 10 for onboarding and replacements.
- Conducted testing of equipment in all conference rooms at the Los Angeles office.
- Secured company and client data via encryption and managing file permissions.
- Assisted in seamless data transfers via SFTP, client portals, ShareFile, and Dropbox.

IT Support Associate, Independent Electric Supply, August 2018 – July 2019

- Delivered on-site and remote IT support to 500+ employees across multiple sites.
- Upgraded all employee devices from Windows 7 and 8.1 systems to Windows 10.
- Utilized Altiris for standardized deployments of system images and applications.
- Managed office and warehouse printers using Printer Logic and office floor maps.
- Transitioned all users from Mozy Backup to OneDrive for Business for file backups.
- Managed Verizon Wireless account with 400 lines for smartphones and tablets.
- Installed digital signage for logistics team to display and update driver schedules.

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

- Delivered comprehensive IT support to 200+ employees in a busy accounting firm.
- Replaced outdated Windows 8.1 laptops with new Windows 10 devices company wide.

- Standardized workstations with three monitors and docking stations for every desk.
- Attended weekly strategy meetings to discuss updates on current IT issues and trends.
- Installed office printers using office floor maps and Printer Logic for increased productivity.
- Programmed electronic access cards to secure building entry for employees and guests.
- Streamlined loaner equipment requests using Microsoft Flow for improved efficiency.

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

- Provided the sole IT support for a property management firm with 200+ employees.
- Served as the primary contact for vendors, ISPs, and IT service providers at all offices.
- Managed Active Directory systems accurately for all users, groups, and computers.
- Provided on-site IT support across New England for various property locations.
- Conducted software and equipment training sessions during employee onboarding.
- Performed regular data backups using Symantec Backup Exec for secure data recovery.
- Voted by my peers as Home Office Employee of the Year for outstanding performance.

Skills

ServiceNow, VMWare, GoToAssist, TeamViewer, Intune, JAMF Pro, KACE, Altiris, Windows, macOS, Linux, iOS, Android, Active Directory, Azure AD (Entra ID), Microsoft 365, Exchange, Teams, Zoom, Webex, SharePoint, Multi-factor Authentication, 1Password, Confluence, KnowBe4, Camtasia, Snagit, OBS Studio, PowerShell, Bash, Python, Power Automate, Flexibility, Innovation, Organization, Patience, Resourcefulness, Responsiveness

Education

Bachelor of Arts in Film (Minor in Mass Communications)

University of Central Florida, May 2010

Certifications

- **CompTIA A+ ce**, August 2020
- **ISC2 Certified in Cybersecurity**, October 2023
- **ITIL 4 Foundation**, June 2022
- **JAMF Certified Associate**, June 2022
- **Six Sigma Yellow Belt**, June 2022
- **Snagit Certification**, September 2023
- **Microsoft Teams Administrator Associate**, April 2022
- **Microsoft Azure Fundamentals**, March 2022
- **Microsoft Security, Compliance, and Identity Fundamentals**, April 2022
- **Microsoft 365 Fundamentals**, April 2022
- **Microsoft Dynamics 365 Fundamentals (CRM)**, January 2023
- **Microsoft Dynamics 365 Fundamentals (ERP)**, May 2023
- **Power Platform Fundamentals**, April 2022

Awards

Silver Key Award for Home Office Employee of The Year

First Realty Management Corporation, 2015