

# Adam Ison

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## Profile

Highly motivated Business Administration in Management Information Systems undergraduate seeking an internship to apply technical skills and critical thinking to real-world projects. Proven ability to manage and prioritize tasks, troubleshoot technical issues and enhance system efficiency. Committed to leveraging strong communication and interpersonal skills to collaborate effectively in team environments.

## Experience

### **MOBILITY CUSTOMER SUPPORT | LAWRENCE LIVERMORE NATIONAL LABORATORY | MAY 2024 - AUGUST 2024, JUNE 2025 - AUGUST 2025**

- Managed and prioritized service requests through ServiceNow, ensuring timely resolution of issues.
- Imaged and troubleshooted Mac and PC systems, adding computers and hardware to the Configuration Management Database (CMDB).
- Conducted system patching using Ivanti/LANDesk, maintaining system security and functionality.
- Enhanced productivity by streamlining bulk computer deployment.
- Contributed to resolving a significant CrowdStrike outage, improving overall system security.

### **COMPUTER SUPPORT VOLUNTEER | ST. ANTHONY'S CATHOLIC CHURCH| AUGUST 2020 – JUNE 2023**

- Ensured proper functionality of all computer systems through regular maintenance.
- Performed cleaning and upkeep of systems to enhance performance and longevity.
- Restored damaged or outdated computers, ensuring their return to full operational status.
- Improved lab computer performance through consistent maintenance and upgrades.

## Education

### **CANDIDATE B.S. MANAGEMENT INFORMATION SYSTEMS| MAY 2027 | SAN JOSE STATE UNIVERSITY, SAN JOSE, CA.**

## Skills & Abilities

· Computer diagnostics, imaging, maintenance, restoration, hardware assembly	· Troubleshooting Macs and PCs
· Ticket Management through ServiceNow	· Typing Speed of 90WPM
· Current GPA 3.5	· Proficient with Microsoft Office 365
· Strong verbal and written communication skills	· Presenting and Teaching in Professional environments