

# Adam Ison

---

1030 Vineyard Dr. Oakley, CA. 94561 | (925) 390-9211 | [adamison0301@gmail.com](mailto:adamison0301@gmail.com) | [LinkedIn](#)

## 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- Restored damaged or outdated computers, ensuring their return to full operational status.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
- Ticket Management through ServiceNow
- Current GPA 3.5
- Strong verbal and written communication skills
- Troubleshooting Macs and PCs
- Typing Speed of 90WPM
- Proficient with Microsoft Office 365
- Presenting and Teaching in Professional environments