

Adam Beck  
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## Qualifications

Enthusiastic and motivated IT professional dedicated to providing a reliable and efficient network in a quick-paced and challenging work environment.

- Proficient in Windows environments, on both clients and servers.
- Proficient in HTML, XML, and CSS and other web markup languages.
- Skilled at researching and recommending hardware for most environments.
- Familiar with Active Directory, its functions and abilities.
- Strong troubleshooting skills with both hardware and software and basic programming skills to read and solve more complicated issues.

## Experience

**Hot Springs YMCA**, Hot Springs, Arkansas 2016 - present

### *IT Support and Consulting*

- Serve as on-call tech support and consulting for all computer and network issues
- Respond quickly and efficiently to all IT and tech support problems
- Maintain Active Directory list of users and computers
- Recommend hardware and software purchases
- Communicate problems and solutions with staff liaison and determine best course of action for resolving issues efficiently
- Support firewall and wireless network with multiple SSIDs and VLANs for both public and staff use

**Garland County Library**, Hot Springs, Arkansas 2012 - present

### *Network Administrator & IT Manager*

- Maintain firewall and encrypted tunnel between web-based ILS and campus
- Ensure constant and reliable connection between ILS and users
- Develop schedule for updates and upgrades for hardware and software
- Investigate options for purchasing new hardware and software
- Maintain, update, and develop public website, staff site, and staff forum
- Maintain network for public and staff use, including SSIDs and VLANs
- Serve as point of contact between software providers and staff for communicating problems and solutions
- Support and maintain staff and public computers, and appropriate filtering for staff, public, and juvenile access machines

**Central Arkansas Library System**, Little Rock, Arkansas

2006 - 2012

*Network Technician*

- Maintain stable and reliable network for all 13 CALS locations throughout Central Arkansas
- Create and maintain user accounts and email addresses for 200+ employees for the system both within Active Directory and other industry-specific software
- Engineer and design the network both to remain reliable as well as allow for constant upgrades in software and hardware, both on the servers and client computers
- Communicate and train staff to use any software supported by the library system
- Act as a liaison between software providers and users by remaining in contact with both parties and having knowledge of both user and developer ends of the product

**CD Warehouse**, Little Rock/North Little Rock, Arkansas

2002 - 2006

*Assistant Manager, 2003 - 2006*

- Worked on an alternating schedule with the manager between two CD Warehouse storefronts maintaining constant contact to allow smooth transitions from day to day
- Created a daily schedule for respective CD Warehouse locations and their employees
- Created weekly orders for new material and maintain records to maintain stock of current product
- Maintained monthly inventory reports by keeping detailed records of sales and a physical count of each item in the store
- Provided customer service in a small, fast-paced retail environment
- Oversaw bookkeeping and daily deposits for each branch, as well as monthly reports

**Education**

**Central Arkansas Christian**, North Little Rock, Arkansas, 1998-2002, Diploma awarded 2002  
**Pulaski Technical College**, North Little Rock, Arkansas, 2001-2004, 2015, Associate of Arts awarded 2015