

Chad Adkins

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IT Operations & Systems Administration

IT Operations and Executive Support professional with 10+ years of experience across enterprise end-user computing, service operations, executive technology, endpoint lifecycle management, compliance, and cross-functional technical escalation. Hands-on background spanning Microsoft 365, Active Directory, endpoint environments, networking, collaboration technology, asset management, and process improvement.

CORE CAPABILITIES

IT Operations	Incident Management • Problem Management • Change Management • SLA alignment • Escalation ownership
Microsoft	Microsoft 365 • Active Directory • Entra ID • Teams • Teams Rooms • Intune • Autopilot • Azure
Endpoint	Windows • macOS • iOS • Android • Imaging • Procurement • Deployment • Asset lifecycle
Infrastructure	DNS • DHCP • VPN • Cisco • Fortinet • Cisco VoIP • VMware • Windows Server
Security / Compliance	MFA • Conditional Access • GlobalProtect • LAPS • Endpoint compliance • Asset compliance
Automation / Reporting	PowerShell • Python • Power BI • Tableau • Ivanti • Microsoft Graph

PROFESSIONAL EXPERIENCE

TI Automotive — Executive & Client Solutions Analyst

Auburn Hills, MI • April 2022 – Present

- Provide white-glove IT support for C-suite and executive leadership across corporate and manufacturing environments, including critical escalation support.
- Own incidents from start to finish, coordinating with networking, endpoint, identity, applications, infrastructure, security, and other technical teams while retaining responsibility for the outcome.
- Coordinate approximately 50 ticketed incidents per month following outsourcing changes; historically closed approximately 200 incidents per month before the support model changed.
- Support IT Operations day-to-day through prioritization, escalations, knowledge sharing, process consistency, and operational problem solving.
- Conduct IT Orientation for the corporate office, helping new employees become productive with their technology environment.
- Manage the lifecycle of 2,000+ laptops, desktops, all-in-ones, and tablets across procurement, quoting, receiving, imaging, enrollment, configuration, deployment, tracking, repair, replacement, reclaim, decommissioning, and disposal.
- Use Ivanti and reporting to monitor asset and device compliance, identify devices needing attention, and coordinate remediation such as patching or antivirus updates.
- Administer 700+ Adobe licenses and 150+ Minitab licenses, including deployment, user support, configuration, deprovisioning, renewals, and coordination with purchasing.
- Deploy, configure, and support Microsoft Teams Rooms in partnership with AV teams.
- Produce executive-facing Teams Town Hall events, coordinating with Communications and C-suite presenters to ensure events run smoothly; also support global IT employee meetings for 200+ IT professionals.
- Partner with global IT and business stakeholders to standardize tools and improve service delivery.

TI Fluid Systems — Client IT Solutions Analyst

Auburn Hills, MI • March 2021 – April 2022

- Provided technology support across C-suite, corporate, and manufacturing environments as part of the IT organization.
- Supported incident response, endpoint technology, collaboration tools, software, and day-to-day IT operations.
- Worked across technical teams to coordinate resolution of user and business technology issues.

MCPC — Computer Technician

Grand Rapids, MI • December 2018 – May 2020

- Personally deployed, reclaimed, and located business computers and peripherals across a large healthcare environment, using asset reporting and Tableau to identify devices that had not checked in.
- Recovered and redeployed thousands of computers and peripherals; the broader recovery effort prevented unnecessary purchases and contributed to an estimated \$2 million in hardware cost savings.
- Cleaned, reimaged, and redeployed recovered systems in a timely manner to return usable equipment to service.
- Imaged and deployed hundreds of iPhones and Mac Minis running Voalte software using Apple Automated Device Enrollment at Spectrum Health Butterworth Hospital.
- Performed internal audits and verified security on Spectrum Health payment devices.

Geek Squad — Consultation Agent

Grand Rapids, MI • November 2015 – September 2018

- Diagnosed and resolved 20+ client technology issues daily across computers, mobile devices, networking, and audiovisual systems.
- Provided high-touch technical support and recommended complete solutions based on client needs.

EDUCATION

Davenport University — Bachelor of Science in Computer Information Systems

Coursework and project experience included C#, SQL, Java, Android, websites, databases, and applications.

PROFESSIONAL FOCUS

IT Operations • Systems Administration • Infrastructure • Endpoint Engineering • Microsoft 365 • Intune • Entra ID • Executive Technology • Process Improvement