



# ADAM ROBLES

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## Summary

Systems Engineer/Director of Technology with 24 years of experience. I am currently focused on Information Technology, Security and compliance as well as overseeing multiple IT implementations and software development projects.

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## Skills

- Manage and support O365, Azure cloud, AWS cloud
- Manage and support windows desktops and servers
- Manage and support active directory, exchange, sql server, IIS, and DNS
- Manage and support Linux Distributions – Debian, Ubuntu, Red Hat, CentOS, Fedora, Gentoo
- Manage and support MacOS
- Managing Technical Projects small or large with or without a team
- Manage and Support Android OS, iOS, iPadOS
- Salesforce.com – Management, reporting, configuration
- IVR building, management for phone systems and automated systems using Twilio
- Virtualization using ESXi, vSphere, AWS (EC2, RDS, Workspaces)
- Experience with PHP, MySQL, Oracle, Javascript, node.js, mongo db, git repositories, docker, vagrant
- HIPAA compliancy in the Healthcare/Pharmaceutical space
- Business Intelligence reporting using Yellowfin and Tableau

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## Experience

### Systems Engineer - Director of Technology

11/2010 - 07/2022

Transition Pharmacy Services LLC | Trevose, PA

- Build and maintain the IT Infrastructure including HP, Dell, and VPS servers (Red Hat, Oracle, MySQL, Ubuntu, Windows Server 2012/2016, MSSQL, MySQL), backups, phone systems, office wiring, networks (wired, wireless, vlans, internet redundancy) and security system
- Managed Internal ESX Virtualization servers, AWS ec2 servers, AWS standard phone systems and voip call center based phone systems,
- Project Management – Manages 3-5 ongoing projects at one time including software development in PHP, Angular, and Node. Managed and maintained MySQL and MSSQL databases. Used Dockers in amazon AWS to host nginx and MySQL.

### Account Manager II

01/2008 - 06/2010

Rackspace Managed Hosting | Austin, TX

- Managed over 300 accounts with Monthly Recurring Revenue of \$475,000
- Provided technical training to other Rackspace Account Managers
- Used Salesforce.com to manage my accounts by tracking communications, and reporting
- Received RHCT (Red Hat Certified Technician)

### Relationship Sales Rep

01/2005 - 01/2008

Dell Inc. | Round Rock, TX

- Transactional sales for Small Business Division
- Relationship sales for Reseller Division
- Received merit awards for Top Sales, averaging over 100% quarterly quotas
- Served as Technical Specialist on sales team

- Used Salesforce.com tracking sales quotes and communications with my accounts.

**Network Administrator Assistant and QA Engineer**

01/2003 - 01/2005

Klein Business Services | Irvine, CA

- Experience with Gentoo, Debian, and RedHat Linux
- Managed file system backup on servers and desktops
- Provided software and hardware support on all network computers
- Performed regular software testing on customer content management system

**Network Administrator & Desktop Support**

01/2001 - 01/2003

Glenn M Gelman &amp; Associates | Tustin, CA

- Network Administrator for a large CPA firm
- Provided customer support for firm's clients
- Extensive use with Windows, Office, Novell, and Linux platforms
- Built workstations and servers

**Computer Technician**

01/1998 - 01/2001

Coastline Micro Finance Bank | Irvine, CA

- Built networks, workstations and servers
- Extensive use with Windows, Office and Linux platforms
- On-site and phone customer service and technical support

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## Education and Training

**Dell Service Certification:** Information Technology

Dell Service Certification | Austin, TX

**High School Diploma**

Woodbridge High School | Irvine, CA

**RHCT:** Information Technology

RedHat Certified Technician | Austin, TX

**Some College (No Degree):** Information Technology

Irvine Valley College | Irvine, CA

Information Technology

Irvine Valley College | Irvine, CA