



# ADAM BOYD

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## COMPUTER SUPPORT SPECIALIST

### CONTACT

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Center  
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### TECHNOLOGY

In addition to standard PC setup and maintenance, I regularly track technology trends and plan affordable hardware and software purchases for clients with grant-based budgets.

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### PREVENTIVE MAINTENANCE

As the primary point of contact for several departments, I maintain detailed asset data and consistently look for opportunities to automate and improve processes for both myself and end users.

### EDUCATION

University of Texas at San Antonio | San Antonio, TX  
Bachelor of Arts in English Literature

Although not directly related to a technology career, my background in writing as a Literature major has contributed to the development of professional communication skills.

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### EXPERIENCE

May 2022 - Present

Computer Support Specialist | UK College of Agriculture | Horticulture

September 2004 – December 2020

Technical Support Specialist | UK Desktop Technical Services

March 2001 – September 2004

Technical Support Specialist | UK Healthcare | Healthcare IT

With over 25 years of experience as a field technician, I have a proven track record of delivering high-quality service, achieving a high customer satisfaction rate and consistently reducing equipment and software downtime for clients.

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### REFERENCES

[Available upon request]