

Adam D. Hawk

Technical Support & Security Specialist

Protecting Access. Empowering People.

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Professional Summary

Experienced IT Support and IAM professional combining deep troubleshooting expertise with current knowledge of cloud identity, networking, and secure access. Skilled at troubleshooting desktops, networks, and authentication workflows (SSO, SAML, MFA). Experienced supporting global academic and healthcare organizations as a technical point of contact for identity, networking, and SaaS access. Known for clear communication, calm problem-solving, and a people-first approach that makes technology work for people.

Core Competencies

- IT Support & Troubleshooting
- Identity & Access Management (SSO / SAML / MFA)
- Networking (TCP/IP, VPN, Wi-Fi)
- Directory Services & Access Troubleshooting (AD / Entra ID)
- Cloud Application Access & Integration Support
- Endpoint Security
- Customer Communication
- Documentation & Knowledge Base Authoring
- Remote Support & Training

Certifications

- CompTIA Security+ (CE) — Active since Sep 2025
- CompTIA Network+ (CE) — Active since May 2025
- CompTIA A+ (CE) — Active since Mar 2016

Professional Experience

EBSCO Information Services

Ipswich, MA / Remote

International Customer Account Specialist 2013–2024

- Primary technical contact for 100+ international accounts across education and healthcare.
- Supported authentication workflows (SSO, SAML, MFA) and SaaS-to-AD integrations for secure access.
- Troubleshoot network issues (DNS, VPN, firewall) impacting platform availability and uptime.
- Customized and maintained web content and customer portals using basic HTML and CSS to align with institutional branding and accessibility standards.
- Collaborated with engineering to test, document, and resolve integration and API issues.
- Authored documentation and knowledge articles that streamlined support and reduced repeat tickets.

Technical Support Representative 2012–2013

- Delivered first-line support for web-based research platforms and account access.
- Resolved browser compatibility and authentication issues across diverse systems.

- Maintained accurate CRM records to support trend analysis and faster resolutions.

ADHawk Technical Solutions

Consulting

Technology Consultant 2011–present

- Provide remote IT support and secure access consulting for small business and home offices.
- Build and maintain lightweight, brand-consistent websites for small business clients using Jekyll, GitHub Pages, and Cloudflare Pages (basic HTML/CSS customization).
- Implement endpoint security, backup, and network solutions with a focus on reliability and usability.
- Document environments and train users to improve self-service and reduce recurring issues.

Earlier Experience

Help Desk Support – Furman University & Gordon-Conwell Theological Seminary

- Provided campus-wide IT assistance for students and faculty, supporting account setup, classroom technology, and desktop troubleshooting.
- Developed early strengths in documentation, clear communication, and end-user empathy that continue to inform a people-first approach.

Education

- **Gordon-Conwell Theological Seminary** — Master of Divinity (Anglican Studies), 2011
- **Furman University** — B.A., Religion & German, 2007

Projects & Technical Exploration

- **Homelab Networking & Automation** — Built and maintain a Ubiquiti UniFi network and Home Assistant environment integrating Wi-Fi, Zigbee, Z-Wave, Bluetooth, and Matter devices.
- **3D Printing & Technical Exploration** — Operate and maintain an FDM 3D printer for hobby and practical projects; design and print parts or tools as needed, applying iterative problem-solving and curiosity.

Tools & Platforms

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|---|--|---------------------------------------|---|
| • Windows & macOS Environments | SME; SAML, Okta, and Azure/Entra exposure) | GitHub Pages, Cloudflare Pages) | • Tailscale Secure Networking |
| • Active Directory & Entra ID (User & Access Support) | • Microsoft 365 & Common SaaS Applications | • DNS, VPN, and Firewall Fundamentals | • Home Assistant & Connected Device Ecosystems |
| • Identity & Access Tools (OpenAthens | • Cloud Hosting & Static Site Tools (Jekyll, | • Ticketing & CRM Platforms | • Markdown, HTML, and CSS (Basic Customization) |