

ADAM COLLINS

Field Service | Customer Support | Technical Support

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PROFESSIONAL SUMMARY

Field service and technical support professional with experience driving to customer homes, resolving equipment problems onsite, and supporting enterprise users. Combines hands-on troubleshooting with in-person customer communication, appointment coordination, and customer coaching. Background includes equipment installation, networking, asset management, IT systems, and recent AI evaluation and software projects.

CORE SKILLS

Field Service and Customer Support: Driving between customer appointments, onsite service, face-to-face communication, appointment scheduling, Salesforce, customer coaching, equipment installation, inventory and asset tracking

Technical Support: Hardware and software troubleshooting, networking and Wi-Fi, DNS/DHCP, Windows, Linux, Microsoft 365, Azure, Active Directory, VMware, Jira, HP Service Manager, SharePoint

Web and AI Tools: WordPress, WooCommerce, VPS hosting, AI training and evaluation, AI-assisted development, Model Context Protocol (MCP) integrations

PROFESSIONAL EXPERIENCE

AI Training and Evaluation Contractor | Independent Contract Projects

02/2024 - Present

- Completed dozens of paid AI training and evaluation projects covering coding, reasoning, instruction following, and response quality.
- Assessed AI-generated outputs for correctness, usefulness, requirements adherence, and edge cases; documented errors and actionable feedback.
- Applied hands-on experience with coding agents to identify failures involving prompts, tools, context, and workflows.

Field Technician | Nielsen

07/2021 - 02/2024 | Milwaukee, WI

- One of six field technicians serving the Milwaukee market; drove between customer homes, scheduled visits in Salesforce, and independently handled assigned onsite service appointments.
- Worked face to face with household members to understand equipment issues, explain installation work, and coach them on device operation and troubleshooting.
- Surveyed home technology environments and installed, configured, and troubleshot metering equipment, televisions, audio systems, streaming devices, and wired and wireless networks.
- Configured static IP addresses, DNS, and DHCP settings; documented MAC and IP addresses and service visits in Nielsen's ticket-tracking system.
- Tracked field equipment and replacement parts, participated in periodic inventory audits, and coordinated returns; adapted installations to home layouts while following electrical safety and cable-management standards.

PROFESSIONAL EXPERIENCE CONTINUED

Technical Support Engineer | Synteractive

01/2016 - 05/2021 | Chicago, IL

- Supported users across hardware, software, web applications, and IT systems; translated nontechnical problem descriptions into diagnoses and guided users through solutions.
- Managed Jira tickets from intake to resolution, coordinating with engineering and vendors on issues requiring escalation.
- Created a centralized Microsoft SharePoint documentation resource and trained newly hired Technical Support Engineers.
- Helped lead the transition of remote users to a Windows virtual desktop environment using Microsoft Azure.

Owner and Operator | Ecommerce and Affiliate Websites

02/2012 - 12/2015 | Self-employed | Milwaukee, WI

- Operated WordPress and WooCommerce websites, handling server setup, online marketing, search engine optimization, and conversion optimization.

HP Level II Support and Asset Management | Johnson Controls

02/2005 - 05/2012 | Milwaukee, WI

- Provided technical support for approximately 1,800 users across two local campuses and multiple nationwide locations, tracking requests in HP Service Manager.
- Supported hardware deployments, PC refreshes, printers, troubleshooting, and equipment lifecycle tracking.
- Developed automated software installation scripts for PC deployments and refreshes.

Web Development | GE Healthcare

05/2000 - 06/2004 | Waukesha and Pewaukee, WI | Part-time intern, then full time

- Developed websites and digital promotional materials supporting global healthcare training programs.

SELECTED PROJECTS AND WEBSITE SUPPORT

- Maintain websites and WooCommerce stores for small-business owners, including VPS hosting, content delivery networks, and ongoing troubleshooting.
- Built a Rust/egui trading application integrated with Interactive Brokers, including market-data handling, charting, data caching, and order execution.
- Built and modified AI-assisted development tools, including custom MCP integrations and workflow tools.

EDUCATION

University of Wisconsin-Milwaukee

Business Administration coursework, 2002 - 2004