



Versatile Veteran: Mastering  
diverse skills across industries



## ACADEMICS

### Interactive Multimedia Developer

Algonquin College Diploma - 2013

### Naval Communicator Training

Department of National Defence - 2004

### Basic Military Qualification

Department of National Defence - 2003

### Chef Training

Algonquin College Diploma- 1999



## CERTIFICATES

### Google Analytics Certification

Google - 2020

### ITIL Foundation Certificate

PeopleCert - 2020



## CONTACT

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AdamDesigner.com

# ADAM MICHAUD

IT Administrator / Graphic Designer / Veteran



## WORK EXPERIENCE

### System Administrator / ITSM Support Analyst

RJR Innovations

2022 - 2024

- Monitored Service Desk queues to ensure external support tickets were processed according to service level agreements
- Ensured calls and emails to the Service Desk were properly documented in the Service Desk application, this included initial troubleshooting of the issue and information gathering
- Created and administered virtual machines with vSphere and ESXi
- Administered Active Directory, Domain Controller and DHCP
- Installed, configured and maintained software and hardware
- Created and administered system permissions and user accounts
- Troubleshooted and provided technical support to all employees

### Graphic Designer

RJR Innovations

2013 - 2024

- Planned, designed, created and sent email marketing campaigns
- Designed and created corporate data-sheets and white-papers
- Designed, planned, launched and maintained Wordpress websites
- Performed website analysis for visitor analytics, SEO, performance and user experience
- Produced graphic art for print and digital
- Planned, designed and implemented new corporate branding
- Planned and produced motion graphic videos
- Designed and created Microsoft PowerPoint presentations
- Created and maintained social media channels
- Completed projects by coordinating with outside agencies

### Videographer / Graphic Designer

Jester Creative

2012 - 2013

- Filmed and edited videos used for online promotional purposes
- Designed corporate printed material
- Tested websites for deficiencies during development stages

### Military Naval Communicator

Department of National Defence

2004 - 2011

- Managed satellite, tactical voice and visual communications
- Operated classified and unclassified computer networks
- Utilized computer based message processing network
- Configured Radio communication control systems
- Administered cryptographic and satellite equipment