

Adam Watson

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Experience

Airtable

San Francisco, CA

IT Administrator

August 2024 - Present

- Resolve ~50 weekly hardware, software, identity, and AV support tickets across onsite and remote environments
- Built AirGuidance / Service Desk CoPilot, an AI agent that researched prior resolutions and internal documentation, then prepared triage summaries and suggested replies for 500 incoming IT tickets in its first 15 business days; for about 290 escalated cases, it saved an estimated 40–58 hours of manual research and drafting
- Developed ConFlu, a scheduled Confluence documentation agent that analyzed 400 solved tickets across 180 days, shipped 7 reusable documentation templates, and published up to 5 verified runbook drafts per daily scheduled sweep—saving ~10 hours per week
- Lead weekly new-hire onboarding and provide remote and onsite AV support for executive meetings and live events; administer access provisioning, group membership, device compliance, and offboarding across Okta, Google Workspace, Slack, GitHub, Jamf, and Atlassian/Confluence

Airbnb

San Francisco, CA

Desk Side Support

September 2023 - August 2024

- Maintained office endpoints spanning Macs, mobile devices, teleconferencing, networking, and audiovisual equipment
- Managed Apple devices with Jamf, diagnosed configuration issues, deployed applications, and maintained policy compliance
- Resolved hardware and software issues, improving user productivity and reducing technical bottlenecks
- Provided omnichannel support through Jira, Slack, email, and phone, prioritizing end-user satisfaction and timely resolution

Palo Alto Networks

Santa Clara, CA

Audio Visual/IT Specialist

January 2023 - August 2023

- Supported and optimized 300+ Zoom Rooms to maintain reliable communication and connectivity
- Used ServiceNow, Jira, and Zoom Admin for incident workflow, asset tracking, and timely issue resolution
- Applied established security protocols to Zoom access, IoT vulnerabilities, and Google Workspace administration
- Authored troubleshooting and break-fix documentation for domestic and global support teams

Technical Skills

Airtable • Confluence • Slack • Jamf • Okta • Google Workspace • Jira • ServiceNow • Zoom Admin

Certifications

CompTIA Security+, Airtable Builder Certification