

ADRIAN ADAMS

Technical Support Engineer · QA · Web Application Developer

Nairobi, Kenya (EAT) — open to global remote | adriankenadams@gmail.com | +254 757 631 288

[linkedin.com/in/adrian-adams-627901337](https://www.linkedin.com/in/adrian-adams-627901337) | github.com/adriken | Portfolio: adams-portfolio-six.vercel.app

Technical support specialist and web application developer. 18+ months of remote Tier 1–2 support — 50+ incidents resolved, troubleshooting documentation that reduced repeat tickets — plus seven products designed and shipped end to end, including two client systems used by real businesses in 2026. I understand both sides of a ticket: what the customer is experiencing and what the code is doing.

WORK EXPERIENCE

Remote Technical Support Analyst

Feb 2024 – Present

Independent Contract · Remote

- Delivered Tier 1–2 technical support to multiple concurrent remote clients across software, connectivity and system performance in async-first environments
- Diagnosed and resolved 50+ software, network and platform incidents, identifying root causes that reduced repeat ticket volume
- Built structured troubleshooting documentation that standardised resolution steps for recurring issue categories
- Explained complex technical problems in plain language to non-technical users across time zones via email, chat and video

Independent Product Builder

2023 – Present

Self-employed · Remote

- Designed, built, tested and deployed 7 web products; owns requirements, UX, front end, Supabase backend, auth, deployment and post-launch support
- Delivered client systems for a farming business and a boutique hotel, gathering requirements directly from owners and iterating from their feedback
- Tests releases end to end on real phones, tablets and laptops before handover; ships web apps alongside installable and Android versions sharing one backend

IT Systems Intern

May 2024 – Sep 2025

Chandaria Industries · Nairobi, Kenya

- Supported monitoring and maintenance of enterprise IT infrastructure in a live manufacturing environment
- Resolved hardware, software and LAN incidents, escalating critical issues per established procedures
- Assisted with OS updates, system configuration and network diagnostics across a multi-system Windows environment; contributed to the internal IT knowledge base

SELECTED PROJECTS

Furrow — Farm Business Ledger [Live · Client]

2026

- Web app + Android app replacing a farm owner's paper records: per-season records, expenses with receipt photos, trend charts, printable reports, CSV export
- Supabase (Postgres, auth incl. Google sign-in), JavaScript, installable PWA and Android APK syncing with the web app; deployed on Vercel

Crown Boutique Hotel — Website & Reservations [Prototype live · Client]

2026

- Brand-led, video- and photo-driven hotel website with a reservation flow that alerts the hotel on WhatsApp; staff Android app in prototype with role-based access

ProofWork — AI Talent Validation Platform [Production-ready]

- React + Supabase: auth, AI project analysis via Supabase Edge Functions and the OpenAI API, public Proof Feed, messaging, PayPal payments, admin dashboard

Also shipped

- **Adriken AI Marketplace** (natural-language service matching, Anthropic API) · **Lumora Foundation** (nonprofit site, brand identity, DNS, AI prompt generator) · **Sameta Benevolent** (community coordination platform) · **PayFlow** [in development]

SKILLS

Support & QA: Tier 1–2 support, troubleshooting, root-cause analysis, network diagnostics, end-to-end and cross-device testing, bug reporting, technical documentation, async customer communication

Development: JavaScript, React, HTML/CSS, Python, Supabase (Postgres, Auth, Edge Functions), Git/GitHub, Vercel, PWA/Android APK

AI: OpenAI and Anthropic API integration, prompt design

EDUCATION

Northern Arizona University B.S. Cybersecurity	In progress
Jomo Kenyatta University of Agriculture & Technology B.S. Information Technology	In progress

LANGUAGES

English (fluent) · Spanish (basic)