James A Nelson-Adams IV

Modern Workplace & Endpoint Engineering · Technology Advisor

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Profile

I bring 15+ years of enterprise IT experience across endpoint operations, technology integrations, rollout execution, service management, reporting, and user adoption. At TCS, embedded with Deluxe, I build Power BI reporting from ServiceNow data and manage technology changes across the workplace. I connect engineering work to operational decisions and clear communications.

Core skills

Endpoint engineering • Modern workplace operations • M&A integration • Rollout planning • Service management • Technical documentation • Stakeholder communication • Training • Troubleshooting • Security remediation

Tools: Intune, Jamf Pro, SCCM, Entra ID / Azure AD, Microsoft 365, ServiceNow, Power BI, Excel, Jira

Professional experience

Tata Consultancy Services · Client: Deluxe — Technology Advisor, IT Operations and Endpoint Support

February 2025 – Present

- I built TA Tech Stack 2.0, Power BI reporting from ServiceNow data on completed work, resolution time, and ticket priority; leadership uses it for reporting.
- I managed rapid replacement of 30 Macs, coordinating readiness, engineering, communications, Jira tracking, and return logistics.
- I coordinated Windows 11 rollout testing, schedules, issue resolution, and stakeholder communications through completion in September 2025.
- I worked on macOS and VPN pilots and Java/OpenJDK remediation through testing, user feedback, recurring reporting, and documented procedures.
- I completed 397 ServiceNow work items in 2026 through October 2 across incidents, service requests, and change-related work.

Morgan Stanley · via TCS — Integration Engineer

May 2023 – January 2025

- I worked on E*TRADE and Parametric technology integrations, coordinating user migrations, mobility changes, engineering dependencies, and stakeholder communications.
- I aligned teams and vendors on testing, launch readiness, issue tracking, and operational handoffs across endpoint, identity, and collaboration platforms.

Mashgin — Deployment Engineer

July 2021 – January 2023

- I delivered AI-enabled checkout deployments from site readiness and configuration through testing, go-live, and customer training.
- I trained site managers and staff and resolved technical blockers with customers and engineering.

Additional experience

Bakkt: Desktop Support Engineer • September 2020 – July 2021

Savills North America: Service Desk Analyst • May 2019 – Sep 2020

Operation HOPE: Director of IT • February 2017 – March 2019; Lead IT Specialist • August 2015 – February 2017

Apple: Apple Genius • September 2010 – July 2015; technical troubleshooting and one-on-one customer training

Business technology

Ascend Brotherhood Hikes — Founder: I manage platform, membership, operations, and partnerships for the Atlanta outdoor wellness community. I use Shopify, Klaviyo, and Stripe for event registrations, communications, and payments.

Education and credentials

Bachelor of Arts, Political Science • Morehouse College

Apple Certified Mac Technician • Generative AI Level 1