

# Zachary Cooksey

## Azure Cloud Administrator



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[LinkedIn](#)

## Summary

I am a practical and result oriented IT professional looking for a challenging career where I can apply myself and my skills. I strongly believe in responsibility for ones own work and strive for excellence

## Education and Certification

### AZ-104 Certified - Microsoft Azure Administrator

#### TulsaTech Riverside Campus: Tulsa, OK 2017

- Completed a 600+ hour intensive computer repair and network support technical training program with over 300+ hand-on labs. Specific courses include CompTIA, A+, Network+, and Security+ Microsoft Security Fundamentals

#### TulsaTech Owasso Campus: Tulsa, OK 2015

- Intro to networking, computer repair, Windows OS, and Linux OS
- Microsoft Security Fundamentals MTA - Certified
- Microsoft Networking Fundamentals MTA - Certified

## Skills

- Virtual Machines
- Virtual Networks
- Windows OS
- ServiceNow
- Azure Active Directory
- Azure Resource Manager (ARM)
- Security compliance and best practices

## Profesional Experience

Lumen Vyvx: Tulsa, OK

2022 - Present

### Operations Technician II

- Demonstrated proficiency in analyzing logs and delivering Root Cause Analysis (RFO) reports, empowering customers with valuable insights for issue resolution and process improvement.
- Effectively oversaw and monitored the implementation and performance of customer Point-to-Site and Site-to-Site Ethernet Virtual Private Lines (EVPLs).
- Demonstrated expertise in meticulous issue documentation by utilizing ticketing systems to efficiently track and resolve technical matters.
- Successfully operated and delivered results in high-pressure environments during live events, ensuring seamless technical support and execution.
- Implemented a comprehensive schedule for weekly and daily equipment testing, effectively preventing potential issues and ensuring optimal performance through preventive maintenance.
- Fostered strong working relationships while directly collaborating with industry-leading companies such as Fox, NBC, CNN, and NFL.

Sagenet: Tulsa, OK

2018 - 2022

### Tier II NOC Analyst

- Collaborated with Internal Project Managers, Engineers, and Representatives to Meet Client Requirements and SLAs
- Developed and Maintained Client-Specific Documentation and Troubleshooting Procedures
- Acted as a valuable resource and mentor for newly onboarded IT specialists, providing guidance and training on complex technical procedures
- Worked with a 24/7 support team to deploy, manage, and maintain over 220,000 endpoints

### TTUP Technician

- Configured, Installed, and Monitored Commercial-Grade Network Equipment

- 6+ years of troubleshooting experience with a variety of systems
- Documentation and ticketing
- Consumer and Commercial Network Equipment
- Microsoft 365