

Zac White

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Experience

Southeast Delco School District

March 2020 - Present

Desktop Support Technician

- Worked closely with teachers and administrators to rectify issues that occurred during the day.
- Administered in-person technical support for parents and students three times a week and researched the best solutions for common troubleshooting issues.
- Led efforts in the distribution of 3000 Chromebooks, and the creation of an inventory system using google sheets, at the start of the pandemic.
- Used inventory software to update and track devices managed by the network.
- Regularly distribute and collect hardware from students and staff whether they are new to the district or leaving.
- Helped 200 teachers and staff transition from in-person learning to remote teaching using zoom and google suite.
- Educated teachers and staff on the best practices and solutions to many common issues.
- Troubleshoot Dell printers and implemented minor repairs or arranged for a third party to repair machines.
- Repaired Dell Latitude and Chromebook keyboards, screens, motherboards, hardware, and software issues regularly, while keeping school staff updated.
- Deployed Windows 10 on district machines, including security updates, the newest applications, and bug fixes.
- Distributed new Dell machines to teachers and administrators, while simultaneously backing up and restoring all user data from the old device to the new device as seamlessly as possible.
- Distributed computers and peripheral hardware to new students and teachers.
- Diagnosed computer hardware and software issues.
- Collaborated with Dell and Lenovo by shipping PCs for repairs and replacements.
- Worked closely with other technicians and management to build a community knowledge base.

Chester Water Authority

June 2016 - August 2016

Web Design Intern

- Uploaded new content directly to the external website weekly.
- Updated the old website code to .aspx to be compatible with the new web server and database.
- Redesigned the new website's user interface and backend programming.

Education

The Pennsylvania State University

August 2013 - May 2017

Bachelor of Information Sciences and Technology Systems

Skills

- A+ Certified (April 2021)
- Pursuing a certification in CompTIA Networking +
- Software Development: Java, C++, HTML, Android App Development, ASPX
- Operating Systems: macOS, Windows 7, Windows 10, iOS, ChromeOS
- Windows Network Utilities: Group Policy, Print Management, and Remote Desktop
- Software Knowledge: Zoom, Google Suite, Windows 365, Incident IQ