Zachariah Moore

Riverside, CA
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Cybersecurity student & physical therapy professional looking for opportunities to expand skillsets and knowledge to support the organization's growth and success.

Authorized to work in the US for any employer

Work Experience

Network Operations Engineer
Oneil Digital Solutions - Los Angeles, CA
August 2020 to December 2020

• Assist other employees in a helpdesk / ticketing environment with a large scale company.

• Troubleshoot issues with networking and connect switches / trace ports.

• Grant access to databases and shared folders using active directory.

I.T Support and Customer Service Representative
Vertex China - Pomona, CA
July 2019 to August 2020

• Maintain a positive, empathetic and professional attitude towards customers at all times.
• Acknowledge and resolve customer complaints, processed orders, applications and requests.
• Installed and configured hardware, software, systems, networks printers, and scanners.
• Investigate, diagnose, and troubleshoot computer hardware and software faults.

Physical Therapy Aide and Exercise Specialist
Walkers Physical Therapy - Menifee, CA
June 2015 to July 2019

• Engaged with patients through their therapy exercises on land and in water.
• Supervised aquatic therapy sessions to ensure safety.
• Leading day to day maintenance on exercise machines and other equipment at the clinic.
• Responsible for purchasing and updating exercise machines and working with vendors.

Youth Development Specialist
Boys & Girls Club Redlands - Redlands, CA
September 2009 to May 2014

• Motivated, supervised, and ensured proper behavior of 30+ students in grades 1-6 in a classroom environment.
• Maintained program discipline while monitoring students in homework studies, tutoring and physical activities.
• Created indoor, outdoor, educational, and recreational activities for students, including off-site field trips.

• Maintained current records for attendance, check-out/check-in times, disciplinary actions.

Education

Bachelor's in Cyber Security
California Baptist University - Riverside, CA
January 2019 to Present

Bachelors of Science in Kinesiology
California Baptist University - Riverside, CA
2016

Skills

• Customer Service
• Customer Support
• CSR
• Order Fulfillment
• IT Experience
• Troubleshooting
• Active Directory
• Help Desk
• Classroom Experience
• Cybersecurity

Assessments

Basic Computer Skills: PC — Highly Proficient
July 2019

Performing basic computer operations, navigating a Windows OS, and troubleshooting common computer problems.
Full results: Highly Proficient