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| Zachariah albaugh  6843 Segura Dr, Las Vegas, Nevada 89103 · (702) 533-7389  [zachalbaughtech@gmail.com](mailto:zachalbaughtech@gmail.com) · www.linkedin.com/in/zalbaughit |
| Motivated in the areas of Information Technology, Gaming and Customer Service seeking to utilize and grow my experience in these and many areas. Experiences include gaming, manufacturing, Call Centers, Trade Shows and E-commerce. Strong proficiency with all Office products, Windows and Coding languages. |

# Experience

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| Sep 2018 to Aug 2021Lead order Auditor / order administrator IIinternational game technology, **las vegas, nevada** IGT is the global leader in gaming. Supporting and providing Gaming, Lottery, Play Digital and Sports Betting Product.  Specific Accountabilities:  Responsible for managing complex sales orders and projects by jurisdictions which entails coordinating across multiple departments of the company.  Managed complex issues where analysis of situations or data requires an in-depth evaluation of variable factors. Works directly with customers and internal business partners to ensure timely and accurate documentation and delivery of machine cabinets and product according to strict compliance regulations.  Demonstrated the ability to identify cost-saving strategies and streamline procedures to ensure efficiency. Including with the internal organization’s office supplies.  Continuously provided responses and follow ups with a high sense of attentiveness.  Review all orders for accuracy as lead sales order auditor for the Premium Conversion Team. Implement processes to reduce errors on order entry to below 5%.  Created and ran weekly meetings with Order Administrators to make sure all processes are adhered to in accordance with International Game Technology procedures.  Process service tickets involving parts and premium conversions.  Provide leadership, guidance, support, and training to the staff within the organization to assist in achieving departmental and organizational goals, including training newly hired team members on all audit processes. |
| may 2015 – Sep 2018Lead Software TechnicianAinsworth Game Technology, **las vegas, nevada** Review sales orders for discrepancies, compliance issues, software incompatibility and accuracy. Adhere to the 100% accuracy standard for producing software and remaining in technical compliance.  Delegate tasks to members of software team and ensure orders are processed in a timely manner.  Adapts to constant change in evolving process while maintaining the high level of accuracy. |
| Aug 2011 – May 2015Eprom duplicator IIinternational game technology, **las vegas, nevada** Operates EPROM burning and software duplicating machines.  Participates in control of raw and finished goods inventory to keep inventory accuracy above 98%.  Acquired quality average of 13,800 burns per error, well above the target of 3,500. Oct 2010 – aug 2011Customer Service Specialistinternational game technology, **las vegas, nevada** Researched parts requested by customer description.  Created quotes and processed orders and conversions.  Answered calls from customers and assigned the task to the appropriate department. Feb 2009 – Oct 2010EProm Duplicator IApple One / International Game Technology, **las vegas, nevada** Operated EPROM burning and software duplicating machines.  Trained and learned new processes for new media.  Created labels for media. dec 2008 – aug 2010customer service representiveSitel Operating Corperation, **las vegas, nevada** Answered phones and resolved issues regarding customer accounts on the first call.  Participated in classroom training to keep current on business standards and new equipment.  Achieved Directors all-stars for the month of July 2010. |

# Education

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| 2003BACHELOR OF SCIENCE, Information Technology Management, minor in Systems administration UNIVERSITY of minnesota, Crookston, MN |

# Skills

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| * Microsoft Office 365 Business Professional * SAP Application * Windows / Windows Server * Salesforce (Customer Relationship Management Tool) | * Exceptional oral and written communication * Adobe Studios * Macromedia Studios |

**REFERENCES ARE AVAILABLE UPON REQUEST.**