Darren Zahn

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12+ years world class customer service experience

10+ years of professional I.T. experience

8+ years of experience managing and training fellow employees and customers in using computer systems and services

Highly skilled at learning and implementing new technology and software

Project Lead for technology deployments

Technical expertise in evaluating, monitoring and supporting systems

Established procedures to streamline workflow within I.T. departments

Experienced in fast-paced environments demanding strong organizational, technical and interpersonal skills

Excellent written & verbal communication skills

# Education

# Edmond’s Community College

# Network Technologies Associates of Technical Arts Degree August 2002 – July 2005

# Certificates

* CMNA - Cisco Meraki
* Web Foundations Associate – CIW
* DM Certified Engineer – 4K - Crestron
* CompTIA A+– CompTIA
* CompTIA Network+ - CompTIA
* Web Design Specialist – CIW
* Microsoft Certified Professional – Microsoft
* Microsoft Technology Associate - Microsoft
* Network Technologies – Edmonds Community College
* Computer Service Tech – Edmonds Community College
* RJ-45 Installation – Edmonds Community College
* Computer Forensics Core Competencies – Cyber Security Institute
* Intrusion Detection and Packet Analysis – Cyber Security Institute

# Notable Projects

* BYOD Rollout project member
* HIPAA Gap Analysis lead
* Network Simplification - 87 Vlans to 10
* PCI Gap Analysis lead
* Anti-Virus upgrade project lead – McAfee to Sophos
* Computer hardware asset management cleanup lead
* Hardware process flow from purchases to disposal lead
* Right Size IT Endpoint inventory
* Active Directory clean-up project manager
* Group Policy clean-up project manager
* Security Management project member
* Knowledge base creation project manager
* IT Security Audit project manager
* SharePoint Rollout project member and IT site administrator
* Windows 7/10 upgrade project lead
* 4K upgrade project lead

# Skills

* Building and configuring PC’s and images using MS Deployment Toolkit
* Building and configuring iOS devices using Apple Configurator
* Setting up Wireless Networks
* Configuring VPN networks
* Configuring DNS/DHCP
* Configuring VOIP phones and switches
* Configure Aruba, HP, Cisco, Meraki, Mikrotik, Ubiquiti switches
* Configure Mikrotik, CIsco routers
* Configure Sonicwall, Meraki, Cisco, Sophos firewalls
* Configure Unifi, Cisco, Ruckus wireless devices
* Windows Operating systems: XP, Vista, Win7/8/10 Server 2003, 2008r2, 2012, 2016 and 2019
* Exchange, IIS, Domain management, AD management, Group Policy, MS Deployment Server
* Remedy Ticketing System, Track-IT, MKS, Service Now
* MS Office: Excel, Access, Word, SharePoint
* McAfee EPO management
* Sophos Security Suite administrator
* Amazon Web services development
* VMWare – setup, configuration, and management
* Backtrack Linux
* Mobile Device Configuration software setup
* Understand process flow and documentation
* Christie Projector maintenance and troubleshooting
* Setup and configure Untangle NGFW
* Setup and manage VMWare ESXi
* Crestron DM install, troubleshoot, upgrade, and manage

# Experience

**Senior Technician - Network Engineer**

Allixo, Mount Vernon, WA / November 2019 - June 2021

* Provide Network architecture, design, and configuration
* Manage multiple simultaneous projects
* Manage and maintain regional fiber ISP, Dark Fiber and PON networks
* Maintain network switches, Firewalls, wireless access points, wireless controllers
* Create, maintain and troubleshoot VPN connections and tunnels
* Create, update, maintain client documentation
* Maintain network monitoring system - Auvik
* Provide consultation for network projects
* Provide on-call and after-hours support
* Install at client location: firewalls, switches, wireless access points, wireless controllers
* Resolve network related issues for various clients
* Program firewalls, switches and wireless devices

**Sr. System Engineer / Field Engineer**

Vulcan, Seattle, WA / March 2015 - November 2019

* Involved throughout system development lifecycle to ensure systems are properly engineered, designed, developed and transitioned to Operations
* Manage multiple projects
* Ensuring projects are on budget and stages accomplished on time
* Provide technical leadership on projects focused on introducing system enhancements, re-engineering and evolution
* Analyze and design organizational processes as they relate to technology
* Act as a liaison between departments, recommend solutions to improve efficiency
* Document all processes and procedures, maintain technology standards, catalogue to improve standardization
* Continue to research and identify new hardware and software to benefit the business
* Work closely with stakeholders and other technical engineers to provide guidance and ensure adequate design to meet business objectives
* Support technology in unique environments (i.e. vehicles, planes, motor yachts, very remote locations, etc.)
* Research, plan and deploy new technology on schedule and on budget
* Support technology at multiple remote properties/facilities around the world
* Provide on-call and after-hours support
* Deploy monitoring tools for prevention of issues and reporting
* Maintain and troubleshoot executive technology hardware: PCs, laptops, printers, mobile devices and peripherals
* Maintain and troubleshoot executive audio-visual technology: TV's, digital cinema, high end audio systems and audio video routing systems
* Ability to apply technology solutions while applying information security principles
* Resolve problems in a timely manner, triage if needed, and perform root cause analysis
* Investigate, diagnose and reproduce complex client/server problems
* Install networking, video, audio cables and devices
* Configure iOS to work with proprietary audio-visual control system
* Manage research and procuring new products for installation

**IT Analyst 2**

Puget Sound Blood Center, Seattle, WA / October 2012 –March2015

* Install, configure, maintain, and troubleshoot PC based networked hardware and software including: Printers, laptops, host & internet connectivity software, MS Office, LAN cards and specialized blood center systems following specific procedures and documenting work to ensue FDA compliance for maintenance of records
* Define, record, and track technical problems while sharing Help Desk functional responsibilities including on-call rotations and assuring timely solutions as appropriate IT staff and/or vendor resources
* Address clients’ process automation needs as a business partner by designing & developing technology solutions while providing support on multiple computing platforms and protocols. Assist clients in requesting IT systems development, HW/SW maintenance, or network servers via work orders by preparing needs assessment, research, and specifying requirements
* Participate in project planning, product evaluations and requirements analysis efforts that will proactively deploy technology in accordance with the Blood Center’s primary mission
* Perform HIPAA/HITECH and PCI audits and gap analysis
* SME for Adobe products configuration and deployment
* Provide offsite setup, configuration, and technical support for PSBC charity events
* Perform creation and validation for FDA regulated PC interfaces
* Created process flow for all computer inventory – incoming/disposal
* Streamlined the IT inventory system – performed department audit and right sized based on needs
* Endpoint Antivirus administrator
* Manage IT hardware/peripherals purchases with a $400,000 annual budget
* Endpoint Microsoft WSUS administrator
* IT SharePoint Designer and administrator
* Performed Windows 7 upgrade across 11 locations
* Endpoint Microsoft WSUS administrator
* VOIP system administrator
* Knowledge base administrator

**Help Desk Analyst 1 & 2**

Group Health Cooperative, Tukwila, WA / February 2010 –October 2012

* Provide assistance to users regarding multiple applications; internally developed and 3rd party applications, computers, hardware, printers, phones, network connections (wired, wireless, WAN, VPN), cell phones, pagers, scanners, and conference equipment
* Diagnose issues and find resolutions within the caller’s skill set
* Keep team SharePoint site updated and relevant, lead redesign process
* Document processes, updates, work with other departments to ensure documentation is correct
* Develop reports for multiple departments
* Represent Help Desk in meetings with other departments and managers
* Escalate issues to 3rd level or vendor when needed
* Work with multiple departments on projects and cross documentation
* Responsible for incident and problem management to meet SLA