**Zachary N. Cipolletta**

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**IT Technician**

**QUALIFICATION SUMMARY**

* Knowledge of diagnostic, troubleshooting and repair procedures for network and cellular hardware.
* Over 9 years of customer service and team management focused on customer and employee satisfaction.
* Ability to multitask including communicating effectively, evaluating solutions and prioritizing to meet objectives.
* Experience supporting networked and local printers, desk phones, mobile devices and Office 365.
* Skilled in working with laptops and desktops running Windows 10 and macOS; experience installing and configuring operating systems.
* Familiar with Active Directory environment and Windows Server environments.
* Knowledge of basic networking concepts.
* Currently studying for CompTIA A+.

**SKILL SUMMARY**

* Detail-oriented • Communication • Customer service oriented
* Self-motivated • Problem solving • Teamwork
* Troubleshooting • Organized • Dependable

**PROFESSIONAL EXPERIENCE**

**Enterprise Rent-A-Car | CT & Portland, OR** (1/2012 – Present)

***Administrative Supervisor***(1/2019 – Present)

Manage the support staff for Enterprise, National and Alamo at the Portland International Airport. Provide onsite support for end user computer devices such desktops, thin clients, mobile devices, conferencing equipment and printers with an emphasis on minimizing downtime. Work one-on-one with end users to help resolve issues; strive to identify recurring problems and suggest solutions to address underlying causes.

* Maintain, upgrade, repair and provide technical support for computer hardware and software.
* Independently address hardware/software technical issues, provide status updates on incidents and coordinate help desk service with upper level support teams.
* Support Windows operating system and multiple internal business applications.
* Develop and update operational procedures and protocols; document existing processes.

**Enterprise Rent-A-Car |** Portland, OR

***Assistant Manager***(12/2017 – 12/2018)

Coordinate daily operations including drivers, vehicles and office staff in order to create efficiencies in operational procedures. Schedule, supervise and manage the performance of 15 staff. Train drivers to meet safety expectations, manage time effectively, and follow branch operational plan. Manage office without supervision and ensure execution of branch operational plan while maintaining a focus on customer service.

* Oversee dispatch of drivers to coordinate timely pick-ups and deliveries including last minute bookings.
* Maintain accurate communication with drivers and other employees to coordinate pick-ups and deliveries meet customer needs and proactively ensure vehicle safety and performance.
* Provide on-going training, daily coaching and leadership to employees in order to assist their career advancement, and increase overall performance in customer service, operational effectiveness and profits.
* Decreased operational expenses by 15% in first 6 months by overseeing fleet mix, managing accounts receivable and analyzing financial statements.

**Enterprise Rent-A-Car |** Mystic, CT

***Branch Rental Manager***(2/2016 – 11/2017)  
Supervised and managed performance of 3 employees. Trained drivers on safety and time management best practices. Managed daily operations including scheduling staff, forecasting customer demand, and managing fleet locations based on season, weather, and reservations.

* Achieved 3 “Top Customer Service” awards from corporate office in comparison to 50 local branches.
* Increased overall profitability by 17% by strategizing the fleet mix and partnering with other branches.
* Developed sales and marketing strategy for branch by analyzing financial statements and reports.
* Decreased operational expenses 6.5% by planning daily vehicle schedules for maintenance and customer pickups as well as last minute decision making to improve travel processes as priorities shifted.
* Achieved “Top Branch Manager” award from corporate for operational growth, profit and customer service.

**Enterprise Rent-A-Car |** Mystic, Willimantic, and Norwich, CT

***Assistant Manager***(1/2012 – 1/2016)

Managed day-to-day operations and supervised and managed the performance of 3-8 staff. Ensure standard operational procedures by training staff on teamwork, safety and effective processes. Set expectations for customers and confirmed bookings to ensure quality customer service.

* Led the branch to “Highest Sales and Customer Service” and “Best Customer Service Score” in the state.
* Recognized multiple times as “Top Assistant Manager” and “Top Performance” in sales and service.
* Met customer travel needs by coordinating rides, vehicle locations and maintenance in NE Connecticut.
* Doubled business by developing relationships with new and existing accounts to remind them of our services and by creating a sales and marketing plan.

**Access Wireless |** Groton, CT

***Store Supervisor***(10/2010 – 12/2011)

Managed a certified wireless retailer and repair office. Supervised 3 sales associates and trained staff.

* Diagnosed and repaired physical and software issues with customer devices.
* Set up new devices and educated customers on key features.
* Increased customer satisfaction by bringing a positive attitude and mentoring employees on customer service.

**EDUCATION**

**University of Vermont** | Burlington, VT

Bachelor of Arts (B.A.) in Philosophy