

# Zachary Wittmann

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## Key Skills

- Management
- Tech repair
- Office 365
- Problem solving
- Coding (PHP, C#, C++)
- Helpdesk

## Experience

### ResNet Technician, 790 W Starin Rd, Whitewater, WI 53190

May 2024 - PRESENT

- Schedule and coordinate in-person appointments to resolve technical issues or dispatch on-site technicians as needed
- Respond to support tickets involving complex technical problems, providing timely and effective solutions
- Perform Ethernet and coaxial cable repairs, including termination of both Ethernet and coax ports
- Provide in-person support and troubleshooting for students and staff via phone and help desk tickets
- Image campus computers and install campus-approved drivers and software

### Culver's, 571 E Richardson Springs Rd, Edgerton, WI 53534—Manager

April 2019 - May 2024

- Demonstrated management skills by effectively coordinating with team members to ensure smooth daily operations
- Maintained a clean, organized, and safe work environment by following proper cleaning and sanitation practices
- Customer service by addressing client needs

## Education

### Uw - Whitewater , 800 W Main St, Whitewater, WI 53190

September 6 2022 - PRESENT

- COMPUTER SCIENCE BS MAJOR - GENERAL EMPHASIS
  - MEDIA ARTS AND GAME DEVELOPMENT - TECHNOLOGY MINOR

## Projects

### My personal desktop computer—Summer of 2023

Assembled a custom-built computer from scratch, selecting compatible components and ensuring proper cable management and connections. Installed and configured Windows 11 operating system, including necessary drivers and system updates. Updated motherboard BIOS/UEFI to the latest version to ensure hardware compatibility and system stability.

### Surface pro 4 repair - Summer of 2025

The screen on my old Surface Pro 4 was broken, but I was able to replace it and also perform a battery replacement. Replacing these two components required fully disassembling the unit and then carefully reassembling the tablet.

## About Me

- Passionate about gaming and actively participate as a team player on the Whitewater Esports Team, demonstrating collaboration, strategy, and communication skills
- Highly motivated to learn new skills both in and outside the workplace; view challenges and failures as valuable opportunities for growth and improvement
- Enjoy trying different kinds of food and learning about new dishes, though I am a picky eater