

# Zachary Wisniewski

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To seek and maintain full-time position that offers professional challenges utilizing interpersonal skills, excellent time management and problem- solving skills.

## Work Experience

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### **On-Site IT Support**

Self-employed - Downingtown, PA

February 2021 to Present

- Explained technical information in clear terms to non-technical individual to promote better understanding.
- Configured hardware, devices and software to set up work stations for over 200 clients.
- Patched software and installed new versions to eliminate security problems and protect data.
- Removed malware, ransomware and other threats from laptops and desktop systems.
- Followed up with clients to verify optimal customer satisfaction following support engagement and problem resolution
- Responded to support requests from end users and patiently walked individuals through basic troubleshooting tasks.

### **IT Helpdesk Support**

Global Tech LLC - Downingtown, PA

March 2017 to May 2018

- Broke down and evaluated user problems, using test scripts, personal expertise, and probing questions.
- Patched software and installed new versions to eliminate security problems and protect data.
- Configured hardware and granted system permissions to new employees.
- Configured hardware, devices, and software to set up work stations for over 2000 employees.
- Installed new desktop systems and migrated data to new machines.
- Responded to inquiries by phone, email and walk-up requests.
- Proficient understanding of ticketing system to open / close tickets

### **IT Consultant**

Priority Health - West Chester, PA

November 2016 to March 2017

- Communicated regularly with customers concerning data exchange and technology integration.
- Worked closely with management teams to plan, develop and execute technical strategies aligned to client's vision.
- Identified computer hardware and network system issues, performing troubleshooting techniques for remediation.
- Identified issues, analyzed information and provided solutions to problems.
- Developed and maintained courteous and effective working relationships.

- Used strong analytical and problem-solving skills to develop effective solutions for challenging situations.
- Passionate about learning and committed to continual improvement.
- Decreased tickets submitted to remote IT providers by 10%

### **Customer Service Associate**

Wawa - Downingtown, PA

February 2013 to November 2015

- Responded to customer calls to answer questions about products and services.
- Offered advice and assistance to customers, paying attention to special needs or wants.
- Helped large volume of customers every day with positive attitude and focus on customer satisfaction.
- Provided training and support to new associates to help provide high- quality customer service.
- Actively listened to customers, handled concerns quickly and escalated major issues to supervisor.
- Exhibited high energy and professionalism when dealing with clients and staff.
- Maintained customer satisfaction with forward-thinking strategies focused on addressing customer needs and resolving concerns.
- Informed customers about special promotions and provided detailed information for various products.
- Maintained clean and orderly checkout areas by mopping floors, emptying trash cans and wiping down surfaces.
- Maintained up-to-date knowledge of product and service changes.
- Trained new personnel regarding company operations, policies and services.
- Responded to customer requests, offering excellent support and tailored recommendations to address needs.
- Responded proactively and positively to rapid change.

## Education

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### **Computer Science**

Delaware County Community College - Media, PA

September 2015

### **High School Diploma**

Downingtown High School - Downingtown, PA

June 2015

## Skills

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- Diagnosis and Troubleshooting
- Computer Hardware Knowledge
- Computer Workstation Setup
- Software and Hardware Issues
- Hardware Components
- Microsoft Active Directory
- Collaborative Team Player
- Help Desk Support

- Fast learner
- Support Ticket System Management
- Video Conferencing
- Customer service
- Active Directory
- Microsoft Windows Server

## Assessments

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### **Technical support — Proficient**

February 2023

Performing software, hardware, and network operations

Full results: [Proficient](#)

### **Technical support: Customer situations — Proficient**

February 2023

Responding to technical support situations with sensitivity

Full results: [Proficient](#)

### **Basic computer skills — Highly Proficient**

February 2023

Performing basic computer operations and troubleshooting common problems

Full results: [Highly Proficient](#)

### **Customer focus & orientation — Proficient**

February 2023

Responding to customer situations with sensitivity

Full results: [Proficient](#)

Indeed Assessments provides skills tests that are not indicative of a license or certification, or continued development in any professional field.