**Zachary Durden**

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**Summary**

I am a detail-oriented professional with excellent technical, communication, and time management skills. I am seeking a change in my career into the IT industry which will allow my professional skills and experience to benefit an organization.

**Skills**

● Decision Making ● Customer Service

● Software Troubleshooting ● Time Management

● Hardware Troubleshooting ● Problem Solving

● HTML/CSS ● JavaScript

**Education**

**Innovate Birmingham** - I Am Bham Dec., 2019

*In Progress*

**The University of Alabama –** Tuscaloosa, AL May, 2017

*Bachelor of Arts,*

*International Studies and Russian*

*Specialization: International Relations*

**Experience**

**Charter Communications** – *Field Service Technician II –* Vestavia Hills, AL Jan. 2018 – April 2019

* Tasked with installation, troubleshooting, and repair.
* Worked on all aspects of customer side cable operations.
* Met and exceeded daily and quarterly metrics.
* Assisted customers with their internet, phone, and television services.
* Ran an average of 90 trouble calls a month while recognized as a Tier IV technician.

**Lifetime Fitness** – *Operations Team Member –* Vestavia Hills, AL Sept. 2017 – Jan. 2018

* Maintained presentability of the facility.
* Worked as part of the overnight staff to ensure member satisfaction.
* Actively addressed customer complaints.
* Ensured safe and responsible working procedures.

**Johnny Rockets** *–* *Waiter* – Birmingham, AL Sept. 2015 – Jan. 2017

* Worked to maintain quick and satisfactory service.
* Ensured quality and accuracy of customer orders.
* Dependably worked where and as needed.