

Zachary Durden

(205)427-4844

zddurden@crimson.ua.edu

[linkedin/ZDDurden](https://www.linkedin.com/in/ZDDurden)

[github/ZDDurden](https://github.com/ZDDurden)

Skills

- Decision Making
- Software Troubleshooting
- Hardware Troubleshooting
- HTML
- Node.js/Express.js
- APIs
- Software Development
- Heroku
- Customer Service
- Time Management
- Problem Solving
- JavaScript
- MySQL
- React
- Git
- CSS

Education

Innovate Birmingham - I Am Bham

Dec., 2019

Certification in Software Development

The University of Alabama – Tuscaloosa, AL

May, 2017

Bachelor of Arts,

International Studies and Russian

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 Rocket's - *Waiter* – Birmingham, AL

Sept. 2015 – Jan. 2019

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

