

ZACK YANCEY

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EDUCATION

Brigham Young University — B.S. Computer Science - Software Engineering

Anticipated Graduation: April 2024

Relevant Coursework: Data Structures, Algorithm Design and Analysis, Web Programming, Automated Unit Testing, Version Control, Advanced Programming Concepts, Software Engineering Principles

SKILLS

Languages

Java, C++, C, Python, HTML, CSS, Javascript, SQL, Powershell

Technologies

Agile, Kanban, UML, Source Control, JUnit, Test-Driven Development, Virtual Machines, Docker, AWS, Linux, IDE and CLI Debugging

EXPERIENCE

Phone System Engineer — Brigham Young University

June 2020 - Present

Managed the back-end system for nearly 8,000 phones across BYU campus

Processed large datasets to provide a detailed insight into system performance

Led regular training meetings for the technicians responsible for day to day troubleshooting of campus IP phones

Worked in an Agile based environment for managing projects and organizing work between the engineers

PCI Student Technician — Brigham Young University

September 2017 - April 2018

Automated large portions of a two hour daily process using powershell eliminating the need for the position when I moved on

Virtualized and managed 400 computers handling credit card transactions according to strict security and audit policy

IT Support Technician Intern — Nampa School District

June 2016 - August 2017

Led a team of students at the high school in managing the IT Helpdesk

Assisted full time technicians in preparing the infrastructure of 28 schools for the upcoming school year