

Zachary Mueller

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EXPERIENCE

Tarleton ITS, Stephenville— *In-house Technician*

SEPTEMBER 2018 - PRESENT

Responsible for technical tickets, troubleshooting, imaging, hardware deployment, and client interactions.

IC Solutions, San Antonio— *Technical Support Specialist*

FEBRUARY 2017 - AUGUST 2018

Responsible for technical tickets, troubleshooting, timely resolution, and detailed reports of issues/bugs.

Parlevel Systems, San Antonio— *Customer Service/Success*

JUNE 2015 - FEBRUARY 2017

Responsible for customer calls, training, and troubleshooting of our in-house application.

EDUCATION

Tarleton State University, Stephenville

AUGUST 2018 - PRESENT

Core Classes

C, PHP, Web Design

Texas A&M University, College Station

AUGUST 2013 - MARCH 2015

Core classes

C++, Discrete Math, Java

SKILLS

Problem Solving
Positive Communication
Software Development
Data Analysis
Attention to Detail
Time Management

LANGUAGES

C | C++ | Python | PHP | Java |
Web Dev (HTML/CSS/JS) |
Laravel

REFERENCES

Latoya Coleman
Technical Support Manager
lc Coleman@icsolutions.com
(210) 739-7779

John Wolff
Technical Support Specialist
(281) 636-9505