

# ZakFargo

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hirezakfargo@gmail.com | +1 (425) 949-6380 | Renton, Washington

## Objective

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Working on a fast-paced, challenging team to push the boundaries of the cloud world to its limits. I hope to help deliver the dream of ambient intelligence to the world.

## Skills

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### csharp

level: master @ 7 years

library code, refactoring, automation, deployment

### Windows (Windows, Windows Server, PowerShell)

level: journeyman @ 10 years

Environment Design, Active Directory

### UX : XAML / WPF

level: journeyman @ 3 years

Ergonomic Design, Delight moments, Consistency

### Html5 (Html5, CSS3, Javascript, TypeScript)

level: journeyman @ 5 years

Single Page Applications, Api Design, Performance

### Azure (Azure, Windows Azure)

level: journeyman @ 4 years

ApplicationInsights, Storage, HyperScale, Analytics, Service Design

# Experience

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Microsoft

Software Engineer II  
4/2014 - Current

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## Accomplishments

- Designed end to end business automation solutions.
  - Created custom MediaWiki private deployment, with minimal maintenance and high automation, eliminating legacy documentation systems and headcount.
  - Reduced headcount with self-service automation engine.
  - Drove DevOps culture across organization, increasing resiliency of live site products.
  - Created self-service team engagement application, eliminating the need for engineering hours.
  - Developed rapid solutions using Azure to enable GTM strategies to be piloted quickly.
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Microsoft

Software Engineer I  
4/2013 - 4/2014

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## Accomplishments

- Implemented RSS feed SEO system for massive offers database.
- Created internal API platform to allow Bing Search to deeply learn about offers.
- Implemented design changes to Bing offers site to improve look and feel.
- Implemented custom automated deployment for azure from Team Foundation XAML build system.
- Built MSTest drivable harness for CasperJs. Allowing per-test visibility for rapid development.
- Developed and optimized custom builds reducing build times by 80%.

## Accomplishments

- Provided Tier 3 break-fix support for Enterprise Exchange Deployments.
- Researched and provided technical documentation for Exchange troubleshooting.
- Developed database interface software in XAML and C# used by entire operations organization.
- Deployed several database interoperability applications using the WCF framework and Microsoft SQL.
- Created and delivered technical use training to end users of line of business applications.
- Created a multi-database ticket tracking and creation system using XAML, SQL, WCF, C# and ASP.NET.
- Created portals to allow cross team collaboration and tracking with custom database system.
- Worked to reduce headcount per seat resulting in substantial operating cost reductions.
- Deployed several automation engines removing repetitive tasks from end users.

## Accomplishments

- Managed Major Incidents across the Microsoft Office 365 Environment.
- Worked to ensure SLA is met for all customers.
- Responsible for communicating incident Details to Microsoft executives.
- Worked with operations teams to restore services during outages.
- Managed major incident progression for all cloud services including Exchange, SharePoint, Lync (now Teams) and Live Meeting.
- Responsible for beginning the problem management process for issues that slowed service restoration.

## Accomplishments

- Worked with a team of over 70 agents to provide product support for the Microsoft Online Services platform.
- Troubleshoot Microsoft Exchange Online, SharePoint Online, LiveMeeting Online and Office Communicator Online (now Teams).
- Created customer facing documentation personalized for each customer.
- Troubleshoot and fixed issues with customer configurations of software.
- Delivered outstanding customer service to subscribers.
- Worked with exchange management console and Blackberry Enterprise Manager.
- Ensured issues were handled and met the SLA to customers.
- Worked with customers to support setup and configuration of the Microsoft Online Services.
- Provided support for issues ranging of DNS setup to complex co-existence and email migration issues.
- Created tools for Support Engineers that saved hours of wasted time per week.
- Provided 24/7/365 support to clients.
- Worked with tickets to provide support to incident resolution.
- Worked with second tier support to provide requested changes to the customer.

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