

Zechariah C. Richardson

7012 E. Battenfield Dr. Claremore, OK 74019

zech.c.richardson@gmail.com

(918) 284-0099

Technical Skills

- 2+ years' Frontline Help Desk experience with Windows environment
 - Field calls, providing support, creating and working support tickets
 - Escalate advanced issues
 - Imaging and preparing workstations for production
- 5+ years' experience supporting the following:
 - Multiple Active Directory Domains
 - General User Applications, e.g., browsers, PDF readers, Office, etc.
 - Enterprise Systems, both installed and web
 - General Hardware, e.g., computers, mobile devices, video conferencing, etc.
- Personal hobby-level experience with computers, electronics, and basic programming

Career History

RCB Bank – Claremore, OK, August 2015 to Present

- **Business Tech Support II** (Application Support), May 2019 to Present
 - Provide elevated support for many applications as subject matter expert
 - Update, maintain, and manage Windows and Linux servers
 - Mobile Device Management via MobileIron
 - Manage Interactive ATMs
 - Communicate with systems' vendors when necessary
 - User access control
- **Business Tech Support I** (Help Desk Tier 1 Support), December 2016 to May 2019
 - Provide internal technical support via phone, email, IM, and in person
 - Support and maintain enterprise systems
 - Build, image, and maintain workstations
 - Collaborate with other teams for seamless support across multiple platforms
 - Manage projects, respond to requests, troubleshoot and resolve issues
 - Produce documentation recording procedures and processes
- **Item Processor** (Data Entry), August 2015 to December 2016

RadioShack

- **Retail Associate**, September 2013 to August 2015

Claremore Children's Center

- **Teacher**, May 2011 to September 2013

Reasor's

- **Produce/Deli Associate**, September 2007 to May 2009

Education

Associate Degree in Computer Science - Rogers State University, 2017

References:

Sheila Allen
Sheila.allen@grda.com
(918) 915-1539
Claremore, OK

Richard Hart
rhart@marcoindustries.com
(918) 805-6262
Tulsa, OK

Mendy Stone
mendy.s@volunteersforyouth.com
(918) 636-4990
Claremore, OK