

# Zech Richardson

**“In the beginner's mind there are many possibilities, but in the expert's there are few.” - Shunryo Suzuki**

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## Work Experience

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### **Business Tech Support II (Applications/Systems Administrator)**

RCB Bank - Claremore, OK

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 Technology Support I (Help Desk)**

RCB Bank - Claremore, OK

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**

RCB Bank - Claremore, OK

August 2015 to December 2016

Data Entry

### **Retail Sales Associate**

RadioShack - Claremore, OK

September 2013 to August 2015

Retail Sales Clerk

### **Teacher**

Claremore Children's Center - Claremore, OK

May 2011 to September 2013

### **Deli Associate**

Reasor's - Claremore, OK

September 2007 to May 2009

## Education

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### **Associate Degree in Computer Science**

Rogers State University

2017

## Skills

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- Applications administration (3 years)
- Linux Server Administration (3 years)
- Troubleshooting - Software, Hardware, and Network Issues (5 years)
- Technical support (5 years)
- Windows Active Directory Domain Environment (5 years)
- Mobile device management via MobileIron (5 years)
- Help Desk
- System Administration
- Operating Systems
- DNS
- Software troubleshooting
- Customer support
- Communication skills
- Customer service
- Windows
- Mobile device management
- IT support

## Assessments

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### **Technical support — Expert**

May 2022

Performing software, hardware, and network operations

Full results: [Expert](#)

### **Spreadsheets with Microsoft Excel — Expert**

June 2022

Knowledge of various Microsoft Excel features, functions, and formulas

Full results: [Expert](#)

### **Technical support: Customer situations — Highly Proficient**

June 2022

Responding to technical support situations with sensitivity

Full results: [Highly Proficient](#)

Indeed Assessments provides skills tests that are not indicative of a license or certification, or continued development in any professional field.