

# Zach Bauer

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## Professional Experience

### Help Desk Analyst

Aug 2021 – Nov 2023

*Susquehanna International Group*

- Provided first-response technical support for non-trading and general purpose applications
- Supported numerous different teams and offices located domestically and internationally
- Provided on-call support after hours on a regular basis
- *Some of the main responsibilities included:*
  - Desktop troubleshooting
  - Support triage
  - Work from home support
  - Mobile app support
  - Account management

### User Services Intern

May 2019 – Aug 2020

*Software Engineering Institute - CMU*

Worked two separate internships in the summers of 2019 and 2020

- Wrote a few AD automation scripts in Powershell
- Worked on configuring and deploying PCs to the environment

### Student Technical Consultant

Aug 2018 – May 2021

*University of Pittsburgh*

Provided walk-in hardware and software support for university students, faculty, and staff

## Education

### University of Pittsburgh

Aug 2017 – May 2021

*Bachelor's in Information Science*

#### Relevant Courses:

- Web Design & Development
- Data Management with Python
- Human Factors in System Design
- Data Structures & Algorithm Implementation

## Skills

### Web Development

Javascript, React, C# (with asp.net)

### Other Languages

Powershell, Python