

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