Zach Bauer

✉ hi@byzach.dev   ↖ byzach.dev   ● Philadelphia, PA

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