

# Zachary Colbert

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## WORK EXPERIENCE

### IS Service Desk, Oregon State University

*Student Technician*

*Nov 2016 – Nov 2017*

- Provide live desktop support for walk-in customers, and remote support in a call center setting.
- Coordinate with senior technicians and management to research and respond to new and/or unresolved issues

*Lead Student Technician*

*Nov 2017 – Present*

- Mentor student staff by providing actionable feedback and teaching new skills.
- Create and manage domain users, computers, and security groups with Active Directory.
- Create and manage mailboxes and distribution groups with Microsoft Exchange 2010.
- Manage DHCP interfaces on a large-scale network using a set of in-house web tools.
- Manage macOS endpoints with Jamf Pro. Assist with building software packages and configuration profiles.
- Support users transitioning to remote work by enabling secure access to services, particularly by leveraging Cisco AnyConnect VPN client and Microsoft Remote Desktop Connection.

### Oregon Trail Council, Boy Scouts of America

*Seasonal Staff*

*Jul 2013 – Aug 2018*

*Resident Camp Director*

*Jun 2019 – Present*

- Interview, hire, and onboard seasonal staff members.
- Plan and execute 1 week of staff training and camp setup, including sessions on effective teaching & learning, crisis management, and child abuse prevention.
- Provide leadership to a team of 35 staff ranging in age from 14 to 75 years old.
- Write, enforce, and educate participants on camp policies to meet camp standards prescribed by the BSA.

## EDUCATION

### Oregon State University

*Bachelor of Science in Physics*

*June 2020*

- Major option: Computational Physics. Minor: Computer Science.
- Undergraduate thesis: *Development of a Visible-Light Photoluminescence Microspectrometer*
- Notable courses include: Scientific Computing I/II, Operating Systems, Cryptography, Open Source Software

## ADDITIONAL SKILLS

- Experience with Python, C, and C++ languages.
- Experience with Bash shell and POSIX systems.
- Experience with Git and GitHub for version control, small-group software project management.
- Experience using PowerShell for scripting and automation with Active Directory and Exchange.

## AWARDS AND HONORS

- Eagle Scout, Boy Scouts of America (2015).
- Vigil Honor, Order of the Arrow, Boy Scouts of America (2017)