**David S. Zou**

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**Skills**

* Programming and shell scripting languages: Java, C, C#, Bash, Csh
* Web Development: HTML, CSS, JavaScript, PHP
* Applications: Microsoft Visual Studio, Eclipse, vim, DrJava, SSH, VMWare, VirtualBox, Microsoft Office, PHPStorm, DeployStudio, Paragon DiskManager
* Services: Google Apps Admin, General Auditing Tool, Adobe Creative Cloud, Office 365, Atlassian Suite (JIRA/Confluence/Fisheye), OnSIP, T38Fax
* Operating Systems: Windows, Linux/Unix (Ubuntu, MINIX, Red Hat Enterprise, CentOS), Mac OS X
* Networking: OSI Model, TCP/UDP, IP, TFTP, FTP, VPN, SSH, DNS, DHCP, ping, traceroute, ifconfig, finger, netstat, nslookup, scp, Samba, Active Directory, Centrify, PXE Boot
* Security: SSL & TLS, RSA two-factor authentication, Google Apps two-factor authentication, LastPass, LDAP grouping, SSH Tunneling, PCI DSS, FileVault, Sophos Cloud
* Repairing, building, modifying, and troubleshooting various computer hardware, software and services
* Used the JIRA ticketing system to log incident statuses, escalate issue to the appropriate technology teams and work on tickets within our projects
* Used Confluence to document standard procedures and company-wide security policies
* Audio/Video: Crestron, Hangouts, WebEx, Skype, BlueJeans, Wirecast, GoToMeeting

**Work & Experience**

**Junior Systems Administrator/Desktop Support, Crunchyroll Inc. (March 2014-July 2016):**

* Provided technical support to remote employees in Japan, Europe and Latin America via calling/remote sessions
* Created, revised and maintained on-boarding and off-boarding procedures (provisioning & deprovisioning hardware/software/accounts/cloud services)
* Managed procurement of software/hardware/cloud services via NET-30 terms with CDW, Dell, Amazon Business
* Responsible for auditing and maintaining the hardware/software asset inventory, asset tracking
* Troubleshot various issues with desktop systems (Windows/UNIX/OSX) as well as mobile systems (Android/iOS/Windows Phone)
* Troubleshot network printer and printer server issues attached to the Active Directory
* Deployed Active Directory on new and existing Windows and OSX computers with IT team
* Helped created and maintained user accounts and OUs in company’s Active Directory
* Managed Active Directory attached computers via Centrify software
* Performed weekly preventative maintenance of audio/video conference systems in the office (Polycom phones, projectors, handheld and cavalier microphone systems, Crestron, public Mac Mini computers, BlueJeans, Hangouts, WebEx, Skype, GoToMeeting)
* Troubleshot and setup VPN for remote users
* Setup and maintained VoIP and FoIP systems via OnSIP and T38Fax respectively with Polycom systems and network-enabled printers
* Travelled to work on multiple conventions to provide technical/audio/video support for our company booths, established and maintained livestream for special events
* Provided best security practices with PCI data security standards
* Helped implement Cisco Meraki devices for conventions to comply with PCI standards
* Assisted in an office move by setting up user computers, printers, and local company servers together with our operations team
* Setup and maintained Raspberry Pi microcomputers to TVs around the office, which are used to showcase television shows that Crunchyroll acquired licenses of
* Managed company’s Samba file servers (access control lists, user account creation/removal, etc.)

**Network Operations Center Technician/Desktop Support, DreamWorks Animation SKG Inc. (October 2012- February 2014):**

* Monitored mission-critical network infrastructures and file systems for studio artists and developers using Nagios and Zenoss systems, as well as Cacti Weather map for internal network traffic monitoring and an in-house monitoring system for tracking status of studio production tools
* Coordinated and facilitated disruptive preventative maintenances during after-hours in order to get the upgrades finished on time before normal business hours as well as escalate issues that occur during maintenances
* Managed bridge conference calls whenever a studio/system-wide incident occurs and responsible for handling communication throughout these incidents
* Assisted various technology teams (helpdesk, system engineers, production tool developers) on revising escalation procedures, configuration of monitoring tools
* Improved studio notification paging system for studio-wide issues using PHP scripting
* Configured and securely deployed RSA credentials and tokens to hundreds of users in the studio
* Provided support and troubleshooting of various VPN issues, such as resynchronization, emergency access, and shared drive access issues
* Created, revised and maintained standard operating procedures, technical documentation and run books to meet SLA levels of the company, such as the process of providing VPN access to studio users in accordance to the Information Security policy of the company

**Education**

**Bachelor of Sciences in Computer Engineering, Network Concentration – University of California, Santa Cruz:**

* Enhanced security of a Django-based user database by implementing a secure login authentication mechanism using the Google App Engine in a web design project for a Google+ social web application
* Collaborated with a team to implement a high-speed FPGA software router for a Senior Design project
* Optimized throughput of the router's forwarding by increasing the capacity of the packet buffers and marginally increasing the clock rate of the PLL in the FPGA
* Co-designed a low-powered 2.4 GHz wireless data radio and oscilloscope program using a Cypress Development Board
* Developed a HTTP proxy server with website filtering using C programming language and the UNIX socket programming library