ZACH DAY

Seattle, WA | zachday@gmail.com | 206 954 9772

OBJECTIVE | Systems Engineer/Administrator

SKILLS & ABILITIES | Infrastructure architecting and assessment, short and long term strategic IT planning, strong customer relationship management and communication, ability to work independently

TECHNICAL ESPERTISE | Office 365, Exchange, VMWare, Hyper-V, Windows Server and Desktop, Mac OSX Server and Desktop Deployment, DNS, DHCP, AD, Group Policy, AV, Backups, Monitoring, Parallels, Fusion, Wireless Solutions, and Mobile Platform Support (iOS and Android)

EXPERIENCE | **SYSTEMS ENGINEER** ISOUTSOURCE
APRIL 2011-PRESENT

ISOutsource is a premiere IT consulting and support solutions provider serving the greater Seattle metropolitan area. Systems Engineers provide infrastructure architecting and assessment and short and long term strategic IT planning to a diverse client base.

- Evaluation of core infrastructure including servers and workstations to ensure reliability, security and performance.
- Evaluation of perimeter including firewalls, switches and WAPs for reliability and security best practices.
- Identification and of potential points of failure and security weaknesses within client's IT infrastructures.
- Design of smart and efficient solutions for IT issues facing clients.
- Development and presentation of project plans for upgrading IT infrastructures to key stakeholders.
- Consensus building surrounding proposed solutions.
- Construction and direction of teams to implement infrastructure improvements.
- Coordination with software and hardware vendors to successfully deliver solutions within project timelines.
- Management of client and vendor relationships all throughout project implementation, completion and subsequent system maintenance.
- Installation, configuration and maintenance of modern server and client operating systems and virtualization platforms including Hyper V and VMware ESXi.
- Installation and management of backup, antivirus and LOB applications for Windows and Mac.
- Simultaneous management of multiple networks (updates, backups, recovery and active directory).
- Hardware installation and maintenance.
- Installation, maintenance and configuration of MS Office suite.

INFRASTRUCTURE SUPPORT SPECIALIST ADP/THECOBALTGROUP
2008-2011

The Cobalt group is a digital marketing and advertising leader in the automotive vertical. The user base is comprised of dbas, programmers and designers. Given the complex nature of Cobalt's systems, supporting this user base is oftentimes challenging and requires a thorough understanding of both standard and non-standard environments.

- Managed and oversaw new employee onboarding including account creation and hardware deployment.

- Managed purchasing for support desk including hardware and software for new hires and internal use.
- Designed and built desktop/laptop images for new employees using image deployment software.
- Architected printer deployment for 900 users following office move and Cobalt/ADP merger.
- Executed domain consolidation during Cobalt/ADP merger.
- Managed relationship with teleconference vendor.
- Onsite and remote desktop and network support for over 900 users.
- Unix account creation using distpass.
- Installation and configuration of Toad and Oracle for DBA systems.
- Cisco Systems VPN software client and VPN router support and configuration.
- Cisco IP Phone configuration and support.
- Cisco Unity and Call Manager administration.
- Mitel PBX system administration and maintenance.

MULTIMEDIA SPECIALIST/WEB DESIGNER UW SCHOOL OF DENTISTRY
2002-2005

Managed and oversaw new employee onboarding including account creation and hardware deployment.

- Created, managed and maintained, UW School of Dentistry website (internal and external).
- HTML and JavaScript programming.
- Consulted faculty and staff in production and direction of instructional websites and video.
- Operated camera(s), placed lighting, edited and distributed instructional video.
- Created graphic images to accompany dynamic video content.
- Mastered audio for video productions including voiceovers.
- Managed staff access and maintenance of departmental websites

EDUCATION | **WESTERN WASHINGTON UNIVERSITY**, BELLINGHAM, WA
BACHELOR OF ARTS

THE HOLDERNESS SCHOOL PLYMOUTH, NH
NATIONAL OUTDOOR LEADERSHIP SCHOOL WIND RIVER WILDERNESS LEADERSHIP PROGRAM

CERTIFICATIONS | Microsoft Certified Professional and Comptia Network Plus Certification.