

# ZACH SLAUNWHITE

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## RELEVANT EXPERIENCE

**Blue Ocean Contact Centre**, 7051 Bayers Road

### ***Splunk Customer Support***

February 2018 – Present

- Successfully providing customer support to resolve technical issues relating to Splunk software
- Gaining valuable experience working in a team environment to troubleshoot issues through triaging client calls for efficient service, developing critical thinking skills and creative solutions
- Providing full-service e-mail and telephone support
- Gaining extensive product knowledge through workplace training opportunities

## EDUCATION

**Nova Scotia Community College**, Halifax, Nova Scotia

*IT – Systems Management and Security* (82% average)

September 2018 – May 2020

Program focus includes the design, implementation and management of the core technologies that support Information Communication Technology (ICT) and network infrastructure. These include: UNIX/Linux and Windows network operating systems; Local Area Network (LAN) and Wide Area Network (WAN); security implementations to protect data and users and Systems Analysis and Design (SAD). Also gained knowledge of network communications concepts, including IT Standards and Methodologies such as Information Technology Infrastructure Library

**Saint Mary's University**, Halifax, Nova Scotia - *Commerce/Comp Sci*

September 2014 – December 2018

**Halifax West High School**, Halifax, Nova Scotia - *Diploma*

September 2011 - June 2014

## OTHER RECENT EXPERIENCE

**IWK Health Centre**, 5980 University Ave, *Perioperative Ward Clerk*

August 2017 – December 2017

- Effectively provided clerical support to ensure optimal department functionality
- Gained effective time management and multitasking skills in a fast-paced environment, responding to various levels of health services staff

**Atlantic Superstore**, 1075 Barrington Street, *Cashier*

September 2016 – April 2017

- Gained valuable communication and customer service skills, assisting with their concerns, questions, and complaints
- Provided customer service in a fast-paced environment while gaining efficient payment processing skills

## TECHNICAL SKILLS

**Splunk:** Power User Certification, Advanced Searching & Reporting, Advanced Dashboards & Visualizations, Troubleshooting, Enterprise Security  
**Cisco:** Experience with configuring switches and routers

**Change Management:** Proficient in incident and change management tracking and reporting

**Zendesk:** Advanced

**Confluence:** Intermediate/Advanced

**Java, C#, Python:** Intermediate

**JIRA, MariaDB, VMWare:**

Beginner/Intermediate

**C++, Jabber, HTML:** Beginner

**MS Office Suite:** Advanced Word, Outlook, Excel and PowerPoint

## OTHER SKILLS

- Efficient team player with the ability to work well independently
- Excellent interpersonal, time management and strongly developed written and verbal communication skills
- Passionate about applying technical skills to a dynamic business environment
- Strong analytical skills, with the ability to think critically

## VOLUNTEER ACTIVITIES

**Enactus**, 2014-2017

Team player on various projects, providing a positive impact in our community

**SMU Orientation Leader**, 2015

Assisted new incoming students in a positive and welcoming environment

**HRM Youth Police**, 2010

Participated in leadership activities while practicing discipline

**References available upon request**