ZACHARY SCHMIDT

zacharytaylorschmidt@gmail.com ❀ (641) 596-0031 ❀ Los Angeles, CA

WORK EXPERIENCE

NEOGOV	**May 2023 - Present**
Director of Help Desk	*(Hybrid) El Segundo, CA*

- Owned vendor relationships and oversaw budgets exceeding $10M, optimizing cost efficiency
- Managed the implementation of OneLogin SSO and the migration to Okta in 2 under months
- Directed cross-functional teams to implement enterprise-wide technology solutions, driving a cost savings through process automation and vendor optimization (Zylo)

MasterClass	**Nov. 2021 – Feb. 2023**
IT Manager	*(Remote) San Francisco, CA*

- Designed a leadership pillar program to enhance skills, communication, and ownership over knowledge.
- Oversaw FreshService ticketing system onboarding, development, and launch.
- Managed purchasing, forecasting, and hardware management for both PC and MAC systems (via JAMF).
- Developed IT infrastructure strategy, architecture, and processes, resulting in a 90% reduction in ticket backlog.

Hulu / Disney Streaming Services	**April 2019 - Nov. 2021**
Technical Support Manager	*Santa Monica, CA*

- Led a team of 16 people in implementing ITIL best practices to improve technical support services.
- Managed break-fix support for 2000+ PC and MAC users across diverse IT infrastructures.
- Administered user lifecycle management for 3 entities supporting 3,000+ employees globally with SOX compliance
- Provided administrative support for enterprise-level software including Office 365, Jira, Confluence, OKTA, DUO, Active Directory, Adobe, Zoom, Ivanti, Slack, and Google Workspace.
- Developed and executed automated app request flows, automating 1K tasks and counting.
- Managed IT staff including recruitment, performance management and evaluations, and professional development.

Milken Community Schools	**July 2016 - April 2019**
Helpdesk Technician Tier 2	*Los Angeles, CA*

- Managed JAMF administration, including scripting, installation, and deployment of all Apple devices
- Provided ongoing support for campus-wide Cisco VOIP phones, Cisco Meraki switches, and classroom A/V technology, such as projectors, Crestron units, and speakers for both staff and students.

Buena Vista University	**Aug. 2012 - May 2016**
Lead Technical Assistant	*Storm Lake, IA*

Additional Roles: IT Advisor (DNAM Apparel) **-** Tech Teacher (CommunityED) **-** Multimedia Consultant (BVRMC)

EDUCATION

Buena Vista University	*Bachelor of Arts*

CERTIFICATIONS

CompTIA A+/SEC+/Net+ **|** BetterCloud Certified Admin **|** Okta Certified Pro **|** JAMF CCE **|** LFCA: Linux Foundation
ITIL 4 Certified **|** Microsoft Certified (Azure, 365, Power Platforms) **|** Google IT Automation with Python

APPLICATION EXPERIENCE

ServiceNow - FreshService - JAMF - Munki - Ivanti - ManageEngine - Office 365 - Google Workspace - Power Automate - Zapier - Adobe CC - Sketch - Figma - Okta - PingOne - BetterCloud - Sailpoint - OneLogin - Active Directory - Azure - ADManager - Zoom - Slack - Meraki - Avaya - Cisco - Zoom Phone - Trello - Lucidchart - Asana - Airtable - Tableau - LastPass 1Password - Keeper - Box - Dropbox - Google Drive